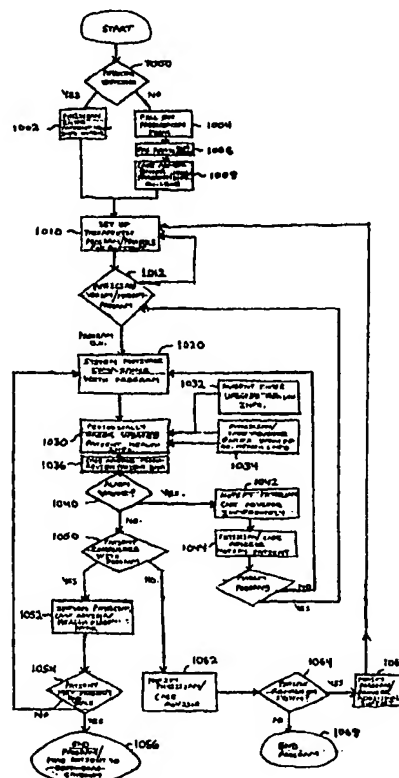


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(71) Applicant (for all designated States except US): SALUS MEDIA INC. [US/US]; 14529 Dickens Street, Sherman Oaks, CA 91403 (US).			
(72) Inventors; and			
(75) Inventors/Applicants (for US only): DOUGLAS, Peter [US/US]; 1946 East Valley Road, Montecito, CA 93108 (US). DUDIK, Evan [US/US]; 9304 N.E. 82nd Court, Vancouver, WA 98662 (US). EVANS, John [US/US]; 60 Upper Kingston Road, Pittstown, NJ 08867 (US). KRITZER, Alan [US/US]; 5648 Costello Avenue, Van Nuys, CA 91401 (US).			
(74) Agent: HASAN, Art, S.; Christie, Parker & Hale, LLP, P.O. Box 7068, Pasadena, CA 91109-7068 (US).		Published With international search report.	

A therapeutic behavior modification program, compliance monitoring and feedback system includes a server based relational database, and one or more microprocessors electronically coupled to the server. The system enables development of a therapeutic behavior modification program having a series of milestones for an individual to achieve lifestyle changes necessary to maintain his or her health of recovering from ailments of medical procedures. The program may be modified (1012) by a physician or trained case advisor prior to implementation. The system monitors the individual's compliance (1050) with the program by prompting the individual to enter health-related data (1030), correlating the individual's entered data with the milestones in the behavior modification program, and generating compliance data indicative of the individual's progress toward achievement of the program milestones. The entire system is designed around a community of support motif including a graphical electronic navigator operable by the individual to control the microprocessor for accessing different parts of the system.



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**THERAPEUTIC BEHAVIOR MODIFICATION PROGRAM,
COMPLIANCE MONITORING AND FEEDBACK SYSTEM**

FIELD OF THE INVENTION

The present invention relates generally to a computer-implemented system for promoting wellness and improving health, and more particularly to a therapeutic behavior modification program, compliance monitoring and feedback system.

BACKGROUND OF THE INVENTION

One of the most difficult and costly areas of health care, education, and rehabilitation involves the need for individuals to modify their behavior to prevent or recover from medical ailments. Heart disease, stroke, diabetes, asthma, chronic pain, depression, addiction, cancer and a wide variety of other ailments have been clinically shown to respond well to lifestyle modification, including changes to diet, exercise patterns, and stress levels. Patients who are recovering from a surgical procedure such as heart bypass surgery or are suffering from diabetes, for example, must often make lifestyle changes in order to survive.

When individuals are successful in making and adhering to positive lifestyle changes, they frequently require fewer physician visits, go to the hospital less often, and have fewer surgeries. Long term medical costs go down accordingly.

At present, many programs for helping patients make lifestyle changes involve a doctor's visit and distribution of a brochure describing the health benefits of behavior modification and lifestyle change. This method is often ineffective in modifying behavior because there is little or nothing in the way of an on-going support mechanism to assist the patient in complying with recommendations, insufficient means for motivating the patient to make recommended changes, and insufficient means for monitoring compliance with such recommendations. Participation in an on-going support program is often effective for patients who have undergone surgery and must make subsequent lifestyle changes, but currently available in-person programs involve costly medical staff and facilities. It can also be inconvenient for the patient to travel to such programs on a regular basis. Because of their cost and the potential for inconvenience, many support programs last for only a limited time, which is often insufficient for the patient to modify behavior thoroughly and effectively.

1 Another disadvantage of existing lifestyle modification programs is the lack of information readily available to the physician regarding the patient's compliance with the program. With the present push toward low cost yet high quality health care, a system by which a physician could readily access information on patient compliance has clear benefits.

5 The development of a therapeutic program that could effectively motivate patients to modify their behavior and change their lifestyles to prevent or recover from ailments, and could be delivered to them electronically at home, work, or while traveling, would be highly desirable. It would also be desirable for such a system to enable physicians and their staffs to receive frequent feedback regarding patients' compliance with their programs. It would be further
10 desirable if such a system allowed for aggregate reviews of such information by health plan payors, such as HMOs, insurance companies, and large self-insured employers, for the purpose of enhancing the efficiency of managed health care.

SUMMARY OF THE INVENTION

15 The present invention therefore provides for an integrated, computer-implemented, electronically deliverable patient therapeutic behavior modification program, compliance, monitoring, and feedback system which supports the design of customized therapeutic behavior and lifestyle modification programs for subscribers; accepts the input of current health data for
20 these patients; enables the review of these health records by a physician; enables the performance of aggregate reviews of such records by health plan payors, such as HMOs, insurance companies, and large self-insured employers; and motivates the patient to comply with the program and make the necessary lifestyle changes through an integrated system of interactive graphical interfaces.

25 In an exemplary scenario, a physician prescribes parameters and goals for a such a therapeutic behavior modification program to help a patient recover from an ailment or surgical procedure, and these are input into the computer-implemented system. Alternately, one of several established behavior modification programs that have been designed for patient recovery from particular ailments or procedures can be utilized. The system provides a novel interface
30 that allows immediate patient access to the behavior modification program and helps monitor compliance with the program by prompting the patient to input data relating to his or her adherence to the program's parameters. These parameters may relate, for example, to diet, exercise, and other factors pertinent to the behavior modification program. The patient, physician, case manager or members of the physician's staff may also input information relating
35 to blood pressure, medication, and the results of other medical tests on a computer linked to the system. Using this input, the system can recommend a plan (also referred to as a therapeutic program) and goals based on established medical protocols. The physician can modify the program to customize it for the patient. Once the patient has begun to follow the program, the

1 system recommends modifications and updates to both physician and patient by correlating the patient's progress with previously established goals.

5 The system provides ongoing multimedia (audio, video, and e-mail) feedback to the patient through a novel, user-friendly interface designed around an interactive "village" or "community of support" motif that allows him or her to navigate electronically through different parts of the system. The interface provides access to pertinent medical information, an on-line journal that enables the patient to write down his or her feelings on a regular basis, an electronic calendar which integrates events mandated by the program with the patient's daily schedule, on-line interactive group support sessions with patients on similar programs, and motivational
10 multimedia presentations. The system can make specific diet and exercise suggestions based on the patient's overall program. This data is monitored by a professional case advisor--a nurse trained in the protocols of the system's software--as well as electronically by the system's protocols themselves. The system provides specific feedback to the physician so that he or she can modify or update the program as the patient progresses; and in the aggregate to the health
15 plan payor to assess management and cost factors. The health plan payor can also view individual records which are obtainable after receiving the proper medical release from the patient. By providing several channels of continuous feedback among the patient, physician, professional case advisor, and health plan payor through custom designed interfaces, the system helps enhance patient compliance with the behavior modification program, and can help make
20 the overall health care system more efficient.

BRIEF DESCRIPTION OF THE DRAWINGS

25 These and other aspects of the present invention will become more apparent from the following Detailed Description of a presently preferred embodiment of the present invention read in conjunction with the accompanying drawings and exhibits, in which:

FIG. 1 is a block diagram illustrating how feedback and monitoring is used in the current embodiment of the therapeutic behavior modification program's compliance monitoring and feedback system

30 FIG. 2 is an exemplary prescription form for inputting a patient's baseline vital factors;

FIG. 3 is a graphical representation of a set of files for patients for whom recovery programs may be designed or modified;

FIG. 4 is a graphical representation of an exemplary patient file taken from among those represented in FIG. 3;

35 FIG. 5 is a graphical representation corresponding to the program Design option of FIG.4;

FIG. 6 is a graphical representation corresponding to the Program Detail option of FIG. 5;

FIG. 7 is an exemplary patient progress report;

1 FIG. 8 is a graphical representation of various interface tools, organized around a village motif, available to a clinical group patient;

 FIG. 9 is a graphical representation of the system's Inner Core option;

 FIG. 10 is a graphical representation of the system's Schedule Book option;

5 FIG. 11 is an expanded graphical representation of the Schedule Book;

 FIG. 12 is a graphical representation of the system's Journal option;

 FIG. 13 is an expanded graphical representation of the Journal;

 FIG. 14 is a graphical representation of the system's Meeting Room option;

 FIG. 15 is a graphical representation of the system's Coffee Shop option;

10 FIG. 16 is a graphical representation of the system's Post-office option;

 FIG. 17 is a graphical representation of the system's Note option;

 FIG. 18 is a graphical representation of the system's Postcard option;

 FIG. 19 is a graphical representation of the system's Telegram option;

 FIG. 20 is a graphical representation of the system's Audio E-mail option;

15 FIG. 21 is a graphical representation of the system's Kitchen option;

 FIG. 22 is an expanded graphical representation of the Kitchen option;

 FIG. 23 is a graphical representation of the system's Recipes option;

 FIG. 24 is an expanded graphical representation of a Shopping List option;

20 FIG. 25 is an expanded graphical representation of an educational topic available through a pull-down menu in FIG. 22;

 FIG. 26 is a graphical representation of the system's Gym option;

 FIG. 27 is a graphical representation of a Stretching option of FIG. 26;

 FIG. 28 is a graphical representation of a Strength Training option of FIG. 27;

 FIG. 29 is a graphical representation of the system's Tranquility Park option;

25 FIG. 30 is a graphical representation of the system's Relaxation option;

 FIG. 31 is a graphical representation of the system's Yoga option;

 FIG. 32 is a graphical representation of the system's Library option;

 FIG. 33 is a graphical representation of the system's Articles option;

 FIG. 34 is a graphical representation of a World Wide Web access option;

30 FIG. 35 is a graphical representation of an educational topic available through a pull down menu in FIG. 32;

 FIG. 36 is a graphical representation of the system's Travel Agency option;

 FIG. 37 is an alternative user interface screen provided by the system;

35 FIG. 38 is a graphical representation of a log-on screen for a physician or case manager in accordance with another aspect of the present invention;

 FIG. 39 is a graphical representation of a main menu available to a physician or case manager;

 FIG. 40 is a graphical representation of an exemplary patient file;

1 FIG. 41 is a graphical representation of a blood pressure chart for an exemplary patient;
FIG. 42 is a graphical representation of a physical activity chart for an exemplary patient;
FIG. 43 is a graphical representation of a weight chart for an exemplary patient;
FIG. 44 is a graphical representation of a cholesterol chart for an exemplary patient;
5 FIG. 45 is a graphical representation of the system's Behavior option;
FIG. 46 is a graphical representation of the system's Recommend option;
FIG. 47 is an expanded graphical representation of the system's Communicate option;
FIG. 48 is a graphical representation of the system's Video Conferencing option;
FIG. 49 is a graphical representation of a main menu available to a health plan payor or
10 employer;
FIG. 50 is a graphical representation of a View Compliance Status option;
FIG. 51 is a graphical representation of a View Comparative Costs option;
FIG. 52 is a graphical representation through which the system indicates whether the
patient has executed a limited waiver of confidentiality;
15 FIG. 53 is another graphical representation of an exemplary patient record;
FIG. 54 is a graphical representation of the system's Review Costs option;
FIG. 55 is a graphical representation of the system's Review Outcomes option;
FIG. 56 is a graphical representation of the system's Perform Utilization Review option;
FIG. 57 is a graphical representation upon selection of an exemplary physician group of
20 FIG. 55;
FIG. 58 is an expanded graphical representation of a Communicate option of FIG. 48;
FIG. 59 is a block diagram of the therapeutic behavior modification program's compliance
monitoring and feedback system; and
FIG. 60 is a flow diagram illustrating certain aspects of the therapeutic behavior
25 modification program's compliance monitoring and feedback system.

To facilitate description of the present invention, reference is made in numerous instances
to the flow diagram of FIG. 60. For convenience, the blocks in the flow diagram are numbered
beginning at 1000.

30 DETAILED DESCRIPTION OF THE INVENTION

Referring to FIG. 1, in a presently preferred embodiment of the invention, the patient 10,
physician 12, case advisor 14, and health plan payor 16 (such as an HMO, insurance company
35 or self-insured employer), all provide input to and/or receive output from the therapeutic
behavior modification program's compliance monitoring and feedback system. The case advisor
may be a doctor, nurse, and/or other trained medical professional experienced in case
management protocols and practices. Patients electronically interact with the system, the case

1 advisor and their doctor through the system interface 18. The behavior modification program
is customized to fit the health care and recovery needs of individual patients. The system
provides at least two separate benefits: it helps the patient comply with the program through an
electronically-implemented support mechanism; and further assists in monitoring such
5 compliance.

A wide range of individuals can benefit from the system. By way of example only, these
individuals include those with chronic ailments such as coronary artery disease, diabetes, chronic
pain, depression, addiction, arthritis, cancer and asthma, as well as patients who are recovering
from medical procedures such as angioplasty or by-pass surgery (the "clinical group").

10 Individuals who simply want to maintain their health and prevent or reduce the risk of
such ailments (the "wellness group") can also benefit from the program. For these individuals,
the program may be focused on stress management, diet, and exercise. The wellness group may
further include family members of the clinical group who may need group support and/or
counseling in dealing with the family member's chronic illness.

15 The members of the wellness group may not need all the features available to members
of the clinical group. Furthermore, access to certain areas within the system may be limited
and/or customized to meet the individual user's needs. However, wellness group members may
choose to use the case management functions as a "virtual coach." For example, an individual
may want to have a case advisor assist them in losing weight by helping the individual change
20 his or her nutrition, exercise and stress management habits. The "virtual coach" or case advisor,
can provide ongoing feedback and encouragement throughout the process. Wellness participants
may also choose to join an on-line support group to help them achieve their health and wellness
goals.

25 In an exemplary scenario, a physician diagnoses an individual with an ailment. The
physician may then recommend a health care maintenance or recovery program which requires
the patient to: take certain medications; participate in a support group; and control risk factors
by altering his or her diet, following an exercise program, and managing stress levels.

The physician can then place the patient on the system to help him or her make these
desirable or necessary lifestyle and behavior modifications. In order to subscribe the patient to
30 the system, his or her baseline vital factors are entered. Such factors may include blood pressure
readings, heart rate, height, weight, and cholesterol levels. Depending on whether the doctor is
on-line (block 1000, FIG. 60), The doctor may input these vital factors into the system directly
via his or her personal computer (block 1002, FIG. 60). Alternatively, the physician may fill
out a prescription form and send the information to a case advisor, who then sets the patient up
35 on the system (blocks 1004, 1006 and 1008, FIG. 60).

Referring to FIG. 2, an exemplary prescription form 22 contains identification information
23 such as the patient's name and identification. Using the form, the physician selects a
diagnostic category 24 and prescribes a recovery program level 26. In the exemplary

1 embodiment, eight separate diagnostic categories exist that correspond to the state of the patient's health. Category I, for example, includes patients who have suffered from a heart attack within the current year, while Category VIII includes patients who suffer from no particular ailment but are on the plan simply to promote wellness. Other categories may also be added as necessary.

5 Depending on the diagnosis, the physician may recommend that the patient cease smoking or that he or she lose a targeted amount of weight within a certain period by circling the appropriate response in field 30. The physician may also enter other information, such as the patient's medications 32. The physician then circles or fills in desired 3-month targets 34 relating to, among other things, daily calorie intake, percent daily intake of saturated fat, maximum heart rate, and cholesterol level.

10 Referring to FIG. 3, the case administrator sets up a new patient based on information contained in the patient prescription form or accesses the records of existing patients through patient files 40. In this example, the patient files 40 are identified by the patient's name and social security number. To create or modify the program for a particular patient, the administrator creates a new folder or selects a preexisting folder 42 corresponding to the patient in question.

15 Once the physician or case administrator enters the patient into the system, either the system or case advisor recommends a default set of goals based on the patient's needs and existing medical protocols that may be modified by the physician (blocks 1010 and 1012, FIG. 60). FIG. 4 illustrates an exemplary patient record after selection of the desired patient file 42 in FIG. 3. The record includes, among other things, the patient's current status and program goals. The first column 44 of the record sets forth fields for pertinent patient information including the patient's vital signs (e.g., weight, cholesterol level, blood pressure), other baseline characteristics (e.g., patient's smoking habit, physical activity, alcohol and eating habits, depression and stress levels, seat belt use), and information relating to any medications used by the patient. The second column 46 of the record sets forth the baseline values corresponding to the vital signs and patient characteristics at the beginning of his or her participation in the program. As shown in the third column 48, the record may be updated on an ongoing basis by taking data from the patient on-line and from subsequent office visits. Based on the patient's initial evaluation and/or short-term progress, the physician or case advisor can design a new program or modify an existing program for the patient by selecting the system's Design option 50.

20 Referring to FIG. 5, upon selection of the Design option 50 in FIG. 4, the system prompts the physician or case advisor to assign intensity levels 51 corresponding to the patient's diet, exercise, stress management, need for group support, anticipated compliance, and pharmaceutical requirements. The intensity levels in this example range from a lowest level of 1 to a highest level of 5. Other measures of program intensity may also be included.

1 Based on the input information, the system, case advisor or physician generates a set of
goals 52 or milestones for the patient. This is done by correlating patient information such as
age, sex, weight and information relating to the health, life situation and diagnostic category of
the patient to established medical protocols for that type of patient. Other pertinent information
5 that may be taken into account includes the patient's medication and other health conditions.
Based on the correlation, the system suggests a therapeutic program including goals relating to
intake of calories from fat, exercise level, stress management counseling, and group support and
compliance management frequency. The physician or case advisor may view details as to how
the suggested goals may be implemented by selecting the system's Program Detail option 54.

10 Referring to FIG. 6, upon selection of the Program Detail option 54, the patient record 60
is presented along with the recommended one month goals 61 and final goals 62. The physician
or case advisor may confirm 63 or edit 64 the suggested program to modify the goals by making
appropriate selections (block 1012, FIG. 60).

15 The content of the patient records and the generated goals vary depending on the patient's
diagnostic category. For example, some of the information shown on the patient record may not
be necessary for an individual belonging to the wellness group. Information regarding calories,
cholesterol level, blood pressure, and seat belt use, for instance, may not pertain to a person who
is on the system to get support to help deal with a family member who suffers from a chronic
ailment.

20 Referring to FIG. 7, the system also sends an exemplary patient status report 70 to
physicians who do not have direct access to the system. The status report may include
information regarding a patient's current status 66, suggested next steps 67, and target goals 68.
Other information may also be included in the status report as desired by the physician. The
physician has the option to agree with the suggested next steps 69 or indicate changes to the
25 program. The physician then sends the report 70 back to the case advisor for modification of the
program as necessary. Communication may take place via e-mail, facsimile, or any other method
of transferring data.

30 Once the patient is set up on the system, it assists him or her in complying with his or her
behavior modification program (block 1020, FIG. 60). To use the program, the patient logs into
the system network via telephone line, cable modem, cellular connection, satellite link or other
communication method that allows for a connection into a network server.

35 Referring to FIG. 8, in a presently preferred embodiment of the invention, the user
interface for patients in the clinical and wellness groups is organized around a village motif. The
user progresses through the system by following paths through a graphically represented town
square to destinations including the village gymnasium 71, tranquility park 72, post office 74,
coffee shop 76, store 78, library 80, travel agency 82, as well as the user's own "home" 84. The
village motif presents the patient with an image of a community of support. The entire on-line
community revolves around his or her recovery and well-being, and this helps bolster the

1 patient's confidence and motivation. Furthermore, the village motif provides an easy-to-understand representation of the system's structure. The patient learns to navigate the system more quickly and easily because of the intuitive town layout.

5 Another benefit of the village motif is its familiarity. A patient afraid of technology will be reassured through the symbolic images of home and neighbor, street and store. Finally, the patient may find navigating an electronic "neighborhood" more enjoyable than a traditional text-menu-driven system. Other user interfaces, such as the one described in conjunction with FIG. 37, are available.

10 Referring to FIG. 9, the inner core 86 of the village provides the user with a schedule book icon 90, a journal icon 94, a meeting room icon 96, a mail icon 98, and a rewards icon 92. These give the user access to additional tools that assist with complying with his or her health program, and further help the physician or case advisor monitor such compliance.

15 Referring to FIG. 10, upon selection the schedule book icon 90 from the interface of FIG. 9, the system displays a graphical representation of a schedule book 90A. As shown in FIG. 11, the schedule book presents the user with a list of meetings that the user can participate in via his or her computer. The list of meetings varies for each user depending on his or her specific health recovery program. The schedule book also presents general information on the meetings, including time 100, date (not shown), and meeting profile 104, with a notation of how many people have signed up for the meeting 106. The system also sets a limit on the
20 maximum number of individuals that may sign up for a meeting.

Based on this information, a user may then sign up for the meeting that best fits his or her schedule. Other factors, such as the city in which the other members are located 108 may also influence the user's choice. A user may decide to join a group whose members are located in his or her home city if he or she wants to meet these people face-to-face someday.

25 The system integrates the user's schedule book 90A with the user's personal electronic daily calendar. For example, after a patient signs up for a meeting, the system downloads the day and time of the meeting to the user's calendar. The calendar may be any suitable commercial calendar or organizer program, such as Organizer TM available from Lotus Development Corp.

30 In an alternate embodiment, the user may make a further request via the schedule book for automated reminders to be sent to him or her by e-mail.

Referring again to FIG. 9, the system also enables the user to access an integrated patient journal 94 from the village's inner core and self-report their progress and describe their feelings. Selection of a journal icon leads the user to a journal 94A like one shown in FIG. 12.
35 Upon entering the journal 94A, the user has the option to view the personal goals that have been set for him or her by the physician or case administrator. The journal also provides a diary used to make a daily record of information pertinent to accomplishing the user's goals. The journal 94A provides an important tool that lets the patient express his or her feelings and fears in a

1 context other than that of a support group. By journaling, the patient can identify fears
concretely, and thus begin to address them. Goal setting is also often more meaningful when it
is written down. Instead of merely thinking about ambiguous hopes, patients can define in
written form the concrete milestones they plan to attain. These notes can also help remind the
5 patient of matters he or she might wish to discuss in support group meetings. The system also
uses certain notations in the journal to assist in generating reports to the physician or case advisor
regarding the patient's progress. As part of its overall security measures, the system separates
those journal entries which the patient wishes to keep private from those which are to be used
in generating reports.

10 FIG. 13 exemplifies the type of information which may be contained in the journal. For
instance, a heart patient belonging to a clinical group may need to monitor his or her emotions
100 as well as the exercises he or she has been doing 104 by means of the journal. Depending
on the patient's program, the system might also prompt the patient to input his or her vital signs
102, such as blood pressure and heart rate, in the journal. This can be done manually or
15 automatically. For example, devices can be hooked into the computer's serial port for automatic
input of blood pressure and heart rate into the system. Depending on the particular program,
patients might be required to weigh themselves on a weekly basis and/or measure their
cholesterol level with a home cholesterol kit on a relatively less frequent basis. This information
is stored in the system's database and is accessible to the physician and case advisor.

20 The kind of information required of a person in the wellness group may differ from this.
For example, if a user is in the wellness group because a family member is suffering from a
chronic illness, it will not be necessary for him or her to input vital signs into the journal.
Rather, information as to how he or she is doing emotionally, as well as information as to how
much group support he or she is getting, may be solicited.

25 The user may also record his or her personal comments in the journal. This information
may only be viewed by the individual user, and is not available to the case advisor or physician.

The journal is also integrated with the user's daily calendar. The user may, for example,
input information as to his or her exercise schedule (such as 30 minutes walking on Tuesdays,
Thursdays, and Saturdays) or meditation schedule into the journal. The system then downloads
30 this information into the user's daily calendar. Previous journal entries may also be viewed.

In addition to allowing the patient to electronically enter his or her updated health
information, the journal also provides the physician or case advisor with a means of getting
feedback on the patient's progress. The information recorded in the journal is electronically
forwarded to the case advisor. Alternatively, the case advisor has direct access to portions of the
35 journal stored in the system's database. The physician or case advisor can use the information
provided in the journal to update the program on an on-going basis.

1 The system also accepts additional patient data obtained during office visits or directly
from the patient via e-mail or other means of communication. The physician may also input
additional data, such as that derived from laboratory tests, into the system. Accordingly, the
system accepts updated patient data directly from the patient and through data entered by the
5 physician during office visits (blocks 1030, 1032 and 1034, FIG. 60).

 The system automatically correlates the patient's input with the physician's to check
for accuracy. In addition, the system automatically provides the physician with reports of
patient progress. Depending on the patient's plan requirements, the case advisor periodically
reviews the patient-reported and physician-reported input to monitor whether the patient is
10 complying with program parameters and meeting goals (block 1036, FIG. 60).

 As part of the feedback process, the system provides an "alarm" option (block 1040,
FIG. 60). The system compares actual data about the patient with the goals and parameters
residing in the system's database and automatically notifies the physician or case advisor via
e-mail or facsimile (or pager depending upon the severity of the problem), if a health risk is
15 present (block 1042, FIG. 60). For instance, if a patient's current blood pressure is potentially
dangerous, the system will automatically send an alarm to the physician or case advisor and
require his or her immediate action.

 If the difference between current data and goals does not present a threatening situation,
the system will simply notify the physician or case advisor that these goals are not being met.
20 For example, if the current data states that the patient has lost 5 pounds instead of 10, the
system will notify the physician or case advisor of this fact. This information, although not
life-threatening, must nonetheless be addressed by the physician or case advisor. He or she
may then contact the patient in order to support and to further motivate him or her to meet
the desired goals (block 1044, FIG. 60). In addition, the physician or case advisor may
25 recommend that the program be modified to suit the patient's condition (block 1046, FIG. 60).

 Regardless of whether an alarm condition exists, the system periodically correlates the
updated patient health information with the program goals to determine the patient's progress
and compliance with the program (block 1050). If the patient is progressing in accordance
with his or her program, the system informs the physician and/or case advisor (block 1052,
30 FIG. 60). The physician or case advisor may then provide positive reinforcement to the
patient. Depending on the patient's progress, the case advisor or physician can also determine
whether to modify the program by altering the goals or moving the patient into a different
diagnostic category. The patient may even be removed from the system if he or she has met
program end goals (blocks 1054, 1056, FIG. 60).

35 The system also notifies the physician or case advisor if the patient is not progressing
toward program goals or is not using the system (block 1060, FIG. 60). The case advisor
along with the physician then determines whether to modify the patient's therapeutic program,

1 provide the patient with additional support, or remove the patient from the system (blocks 1064, 1066 and 1068, FIG. 60).

5 The system also enables direct feedback to the individual user. As one of the features of the journal, users may view their levels of compliance and achievement of goals. Patients may not recognize they are making progress until presented with reminders of how much they have improved. System generated charts and summaries, discussed below with respect to FIGS. 41 to 44, provide patients with an overview of how far they have come.

10 Referring again to FIG. 9, as another tool to assist patients to comply with their programs, the system offers an electronic meeting room and group support room interfaces via meeting room icon 96 through which a patient receives on-going, on-line group support. Putting a patient in contact with people with the same or similar problems through group counseling has clinically-proven therapeutic benefits. The system facilitates this process through the use of electronic and on-line technologies. On-line group counseling solves many of the logistical difficulties encountered in bringing together, on a regular basis, a large group of people with different schedules who live in different places. Instead of requiring patients to travel physically to a single location, the system enables them to attend group meetings by simply logging on to their computers. As the burden on the individual patient decreases, group attendance increases, and this enhances the overall practical, therapeutic value of group counseling and support.

20 On-line counseling also brings a patient into contact with a wider pool of people with similar problems than traditional counseling can. When desirable or necessary, group membership can be drawn from people in a wide variety of regions, instead of being limited to a single vicinity.

25 Furthermore, the relative anonymity of electronic communication benefits patients who are reserved or possibly embarrassed by their situations. These patients may be more willing to share their feelings in an on-line environment than they would be face-to-face.

30 Patients have access to the meeting room interface via a meeting room icon 96. Upon selection of the meeting room icon 96, patients are presented with meeting rules and regulations. They may then proceed to a pre-scheduled meeting. Only those scheduled for a meeting will be permitted to attend. The scheduling of meetings is part of the schedule book interface explained above in conjunction with FIGS. 10 and 11.

35 Referring to FIG. 14, each participant 112 may chose to represent him or herself in one of two different ways in the meeting room. The participant 112 may have his or her photo scanned to represent him or her in the system. Alternatively, if anonymity is desired, the patient may choose to be represented by a non-photographic icon, or "avatar," accompanied by either his or her own name or a pseudonymous screen name. The patient will then be represented by that avatar in group meetings and private mentoring sessions. In some cases, patients may choose to design and construct their own avatars.

1 A trained, experienced leader or chairperson 114 is an important part of these group
counseling sessions. It is the chairperson's responsibility to guide the discussion and encourage
participation from all members. To enhance the beneficial aspects of group counseling, the
system allows the chairperson 114 to access selectively certain parts of the patient's on-line
5 journals and electronically display the selected portion in an anonymous manner to the on-line
group. The chairperson can also cut somebody off electronically if he or she is saying things
that are inappropriate.

In the preferred embodiment, a participant 112 "speaks" during the meeting by entering
text at 122. Upon hitting the enter key, this text appears as "bubble-talk" 116 above the
10 representation of the participant 112 who entered the corresponding text. In an alternate
embodiment, instead of using a "bubble-talk" format, each participant 112 may participate at
the meetings by talking into a microphone connected to his or her PC, and listening to other
participants via speakers also connected to the PC.

A log window 110 keeps a running or scrolling record of the conversations during the
15 meeting. Thus, if a participant 112 loses track of the conversation, or wants to comment on
something said earlier, he or she has access to the entire conversation as reference.

During group counseling meetings, a chairperson 114 may play on-line multimedia
presentations featuring other patients or well-known figures who have made positive lifestyle
changes. In the presently preferred embodiment, each participant has access to the multimedia
20 presentation, such as a video clip, via CD-ROM or DVD received by mail on a regularly
updated basis. Alternatively, if the user has access to the appropriate software and hardware,
and has a connection of sufficient bandwidth to the server, the multimedia presentation may
be streamed to him or her over the network. In addition to CD-ROM, the system can also
use DVD disk, downloads to the user's computer hard drive, or any other method or medium
25 capable of storing or transmitting audio and video data.

When it is time to view the multimedia presentation, the chairperson selects, for
instance, a particular video clip from a menu of video clips available on his or her CD-ROM
or DVD. This sends a signal via the network to each participant's PC. The signal received
matches a code on each participant's CD-ROM or DVD, which triggers the playing of the
30 selected video by the PC. If the video is stored on DVD disk or on the user's computer hard
drive, or some other storage medium, the video could be triggered to play from that medium
as well.

The participants may not play the video prior to the meeting because only the
chairperson has access to the code which releases the video. Thus, prior to a meeting, users
35 may view a list of videos in his or her CD-ROM, DVD disk, hard drive, or other storage
medium, but videos which have not been shown already at meetings will be inaccessible for
viewing. Once a video is released by a chairperson and played for the first time at a meeting,
the participants may access it any time thereafter.

1 The case administrator or advisor knows in advance who the chairperson for a meeting will be and will give him or her access to the video clip to be shown at that meeting.

5 The multimedia presentations shown at the meetings may feature well-known or public figures and other patients who may have dealt with the same issues that the participants are facing. For example, in a meeting for patients who have suffered heart attacks, a video clip of a celebrity who recovered from a similar problem may be shown. In the clip, the celebrity would talk about his or her own heart attack, the bypass surgery that he or she underwent, and the depression that followed. The celebrity would also describe other struggles that he or she faced, and how these struggles were overcome during the recovery process. Likewise, video
10 clips of program participants may also be used to provide motivational examples of success stories, or to express deep-felt emotions (e.g., anger, depression, etc.) that must be dealt with by that individual and other members of the group in order to be successful in his or her recovery.

15 Such presentations may act as a source of motivation to the participants, giving them a sense of hope. If someone else was able to overcome the same obstacles, they can too.

 The presentations may stimulate further discussion during the meeting, and allow participants to open up about the issues and struggles that they are facing during their recovery process.

20 Another function provided by the meeting room 96A interface is electronic telephone dialing. Each participant has a phone icon 118 in front of his or her avatar. If a participant wants to talk to any other person in the meeting, he or she may click on the phone icon and the telephone number to that person is dialed automatically. This allows the members to contact each other after meetings to talk further via regular phone lines if desired. The
25 conference room participants also have direct access to a more private mentoring area by clicking on a coffee shop icon 76B. Users of the system may also gain access to this private mentoring area by selecting the coffee shop 76 from the village as shown in FIG. 8.

30 FIG. 15 is an exemplary illustration of the inside of the coffee shop 76B. Conversation here occurs much like in the meeting room 96A, except for the fact that the conversation is not monitored and structured by a chairperson. Text is inputted at 132 and appears as bubble talk at 134. A record of the conversation is also kept at the log window 130.

35 In the preferred embodiment, the system allows a maximum of four people into a single coffee shop at a time. Such a restriction is desirable given that the purpose of the coffee shop is for one-on-one mentoring. In the private setting of a coffee shop, more experienced individuals can pass on their experiences to less experienced ones as well as advice as to how to overcome the obstacles that they may be facing.

 The group support room 96A and coffee shop 76B applications are implemented by means of third-party chat room applications such as Palace, commercially available from The Palace, Inc., Beaverton, Oregon. The chat room applications may be integrated into the

1 system and modified to provide additional functionality. Triggering of multimedia presentations during group meetings and the monitoring of attendance are separately programmed into the system.

5 Through on-line group meetings and private mentoring rooms, the system allows patients to maintain contact with other people who have the same or similar problems, all in entertaining ways that encourage and assist the patient to adhere to program parameters and achieve program goals.

10 The communications feature of the system further allows users to keep in constant contact with their physician, case advisor, or other users of the system. Although in the presently preferred embodiment of the invention communication is done via e-mail, other methods of communication may also be used. For instance, it is envisioned that the system will allow instant messaging, conference calls, and/or video conferencing as alternate means of communication.

15 Referring again to FIG. 9, the mail icon 98 gives a user access to the e-mail feature. A user may also access his or her e-mail by selecting the village post office 74 shown in FIG. 8.

Referring to FIG. 16, the system includes four different types of e-mail options: letters 140, postcards 142, telegrams 144, and audio e-mail 146.

FIG. 17 is an example of a letter 140A, which functions as standard e-mail.

20 FIG. 18 is an example of a postcard 142B, which may be used to send short notes. For instance, postcards may be sent to users to survey the level of satisfaction with the service provided by the system. The postcard would contain questions on this issue, and users would be asked to send the postcard back after having answered the questions.

25 FIG. 19 is an example of a telegram 144A, which has the highest priority among the types of e-mail provided by the system. The telegram may be used, for instance, to alert a user that he or she has missed a meeting, or just as a short note of encouragement by the case advisor or group leader to an individual user.

FIG. 20 is an example of an audio e-mail 146A notification. Upon clicking this icon, users can hear a recording of the message sent to them via speakers attached to their PCs.

30 The communications functionality may be implemented by integrating any one of a number of conventional e-mail programs with the system.

35 As will become more apparent from a detailed description of the system's other interfaces, the system takes a two-pronged approach to behavior modification: education and motivation. Entertainment is used as a means of both educating and motivating a user to make the sometimes difficult changes required for recovery or even for maintaining a healthy lifestyle.

1 Motivation is one approach to behavior modification. It is the path from education to
compliance, which is a goal of the system as a whole. The support group and case advisor
described above add a human element to this motivational component. Patients are more
likely to respond positively to the encouraging words of others than they would be to a
5 program which must be followed in isolation.

The system's multimedia capabilities allow it to use graphics, videos, and music to
communicate and educate. These features provide a refreshing boost to the patient's endeavor
to modify his or her behavior, replacing the drudgery typically associated with clinical medical
rehabilitation programs. Segments featuring celebrities, medical experts, motivational speakers
10 and successful program participants delivering motivational speeches and personal testimonials
further inspire the user. Humor is integrated throughout the system, for example in the
whimsical artwork. The entertainment derived from these features of the system is used to
spark and maintain the patient's interest in the unfolding drama of his or her recovery and
lifestyle change.

15 The rewards feature is yet another motivational tool provided by the system. Referring
again to FIG. 9, the reward "apples" icon 92 allows a user to view information on the rewards
point system and how it works, as well as the user's own personal rewards account. Users
may earn points by good participation in the program and by reaching certain milestones. For
instance, points may be earned for good attendance at meetings, good participation during the
20 meetings, chairing a meeting, or losing a certain amount of weight, if this was a goal to be
accomplished.

Rewards range from the symbolic kind, such as getting "gold stars" that commend a
user for his or her progress, to reward points and frequent flier miles which may be
exchanged for goods in the village store 78 or plane tickets in the village travel agency 82,
25 respectively.

Education is a complementary behavior modification approach offered by the system.
Education is provided through informative on-line multimedia presentations and the interactive
areas of the village devoted to diet, exercise, and stress management. For example, the
recipes provided in the village kitchen, discussed below in conjunction with FIGS. 21-24, are
30 designed to improve patients' diets without forcing them to take on impossible austerities or
give up their love for food.

Exercise and stress management programs, discussed below in conjunction with
FIGS. 26-31, are designed both to allow for variety and to lie within the individual patient's
ability range. By making exercise and a healthy diet both feasible and interesting, the system
35 enables patients to stick with their new lifestyles.

The system also provides relevant articles and includes hyperlinks to other, reputable
Internet sites devoted to providing medical and health-related information, as discussed below
in conjunction with FIGS. 32-35.

1 Referring again to FIG. 8, the system encompasses a "home" 84 interface as part of the village motif. Upon its selection, a screen showing the inside of the user's "home" 84 follows, as depicted in FIG. 21. Once inside his "home" 84, the user may access the kitchen by selecting the kitchen icon 150.

5 FIG. 22 illustrates the interior of the user's kitchen 155. Once in the kitchen 150A, users have the option to get nutritional and dieting information from low-fat cookbooks 153, or view and print recipes from a recipe book 154. FIG. 23 gives an example of a recipe which may be contained in the recipe book 154.

10 Referring again to FIG. 22, users also have the option to prepare and print a shopping list 156. A user may chose several recipes from the recipe book 154, and the system can automatically enter the ingredients into the user's shopping list 156. The user can also manually enter items into the shopping list 156 via his or her PC keyboard. FIG. 24 gives an example of a user's shopping list.

15 The system can also indicate which recipes are allowable under the particular patient's program. For example, the system might recommend certain low-fat items that meet the criteria of a patient's program as well as suitable foods he or she might consider when eating out. The system is also capable of generating weekly shopping lists based on program parameters. According to personal preference, users may choose to substitute certain allowable foods for other.

20 Moreover, users have access to a pull-down computer menu by selecting the computer menu icon 152. From this computer menu, users can access various educational topics related to food, nutrition, and diet. One such topic may, for instance, relate to the basic food groups and may provide information as to the suggested amount of servings for each category of food, as shown in FIG. 25.

25 The guest chef 158 option shown in FIG. 21 further allows users to view audio or video clips of a chef showing how to prepare a certain recipe. In the presently preferred embodiment, these clips are contained in the user's CD-ROM or DVD, but with proper technology could be sent via streaming audio or video.

30 From the kitchen, a user may substitute foods (e.g., asparagus for broccoli); access and print food related articles; view new recipes or articles by selecting the "what's new" button (not shown); or join a discussion group via a bulletin board (not shown).

35 Referring again to FIG. 8, another part of the village motif is the village gymnasium 71, which is used by the system to make recommendations or supply information regarding suitable exercise routines. Each exercise program is generated according to individualized parameters and needs, with progress being regularly charted by user input via the journal 94A (FIGS. 12-13).

1 Upon entering the gymnasium 71, a user may view featured video clips or listen to audio clips; do key-word searches to access and print exercise related articles; read and print exercise manuals; or join a discussion group via a bulletin board.

5 FIG. 26 illustrates the inside of a gymnasium 71 shown in FIG. 9. Shown here are various exercise topics 160 that a user may access. For instance, selecting the stretching topic 162 gives the user information on recommended exercises for stretching different muscle groups. FIG. 27 illustrates one such stretching exercise.

10 Similarly, selecting the strength training topic 164 gives the user information on recommended exercises to help strengthen various muscle groups. FIG. 28 illustrates one such strength training exercise.

 Referring again to FIG. 9, the village tranquility park 72 focuses on stress management strategies, including relaxation techniques, biofeedback, yoga, and meditation. Upon entering the park 72, a user may access and print articles on stress management subjects; view video clips or listen to audio clips on these subjects; and join discussion groups via a bulletin board.

15 An expanded illustration of the tranquility park 72 is shown in FIG. 29. Upon selection of the relaxation option 170, an instructional article on the subject is invoked, as shown in FIG. 30. Similarly, upon selection of the yoga option 172, an instructional article about yoga is invoked, as shown in FIG. 31.

20 Referring back to FIG. 8, the system also gives access to a village library 80 which allows users to do research germane topics. Thus, patients interested in learning more about their medial condition may access the library 80 in order to educate themselves on the topic.

25 FIG. 32 illustrates the interior of the library 80. From here, a user may select an Articles option 180 to gain access to an available list of articles 186 via his or her CD-ROM, as shown in FIG. 33. The kind of articles 186 available to a user will vary depending on the type of user. For instance, if the user suffers from a chronic cardiac condition, the articles 186 will all relate to such topic. The list of articles 186 is updated on an ongoing basis to reflect new developments and research on the topic.

30 Users are also provided with hypertext links 188 to other reputable Internet sites devoted to providing medical and health-related information. These Internet sites may also be accessed by selecting the world wide web option 182 as shown in FIG. 32.

 Once linked to an Internet article, a user is taken to a separate web browser from which he or she may navigate the web. FIG. 34 is an example of an Internet site to which a user might get connected upon selection of the world wide web option 182 of FIG. 32.

35 Furthermore, users have access to a pull-down menu by clicking the menu icon 184. From this menu, users can select various educational topics germane to the user's condition. For instance, an article available through the pull-down menu may teach a user suffering from a chronic cardiac condition how to determine his or her target heart rate zone, as shown in FIG. 35.

1 Users may also do key word searches to access and print articles of interest, to view featured video clips, or listen to audio clips.

Referring again to FIG. 8, the village store 78 and travel agency 82 are two additional interfaces accessible to users. Upon entering the store 78, users are taken to an in-house or
5 third-party web site through which they may order relevant items, either on-line or by telephone.

Users may also search the store database and view product information, including pictures, descriptions, and prices of products. Moreover, users may view the status of their orders and contact customer service via e-mail or telephone.

10 Similarly, when a user enters the travel agency 82, he or she is linked to a third-party co-branded reservation system. FIG. 36 illustrates the inside of travel agency 82. From here, a user may make on-line travel reservations by selecting a Reservations option 202. A user may also view the frequent flier miles he or she has accrued so far by selecting a Check Reward Points option 200. As discussed above, a user may gain frequent flier miles by good
15 participation in the program and reaching certain milestones.

Although the user-interface for clinical and wellness group members has been described in terms of a village motif, an alternative user-interface could incorporate another alternate embodiment of the system interface shown in FIG. 37. A multi-frame screen is shown which includes: a main navigation area 210; content area 212; message or video screen area 214; and
20 an instructions area 216. The message or video screen area 214 may be used to show advertisements. The instructions area 216 may be used as a "What's New" area or for the bulletin board functionality discussed above for the kitchen 150A (FIG. 22), gymnasium 71 (FIG. 26), and tranquility park 72 (FIG. 29) interfaces.

FIGS. 38-47 and 49-58 illustrate user interfaces for the case advisor and HMO, some
25 of which are also accessible by the patient. Unlike the user interface for patients, the navigation for the physician/case advisor is generally less graphical and more chart oriented.

Referring now to FIG. 38, a log-on screen 220 for the user interface for a physician/case advisor is shown. The screen 220 requires the physician or case advisor to input their name 222 and corresponding password 224. Screen 220 thus acts as a security
30 measure by ensuring that only legitimate users are able to gain access to the system.

Referring to FIG. 39, an initial screen containing a main menu 230 of the options available to the physician/case advisor follows the log-on screen 220. A Design Program For Patient option 232 allows a physician/case advisor to create a new program or modify an existing program for a patient, as described above in conjunction with FIGS. 3-6.

35 A second option within the main menu 230 is a Review Patient Record option 234 which allows a physician/case advisor to review the health record of a particular patient.

A list of current patients (not shown), substantially similar to the list shown in FIG. 4 follows upon selection of a Review Patient Record option 234.

1 Referring now to FIG. 40, a health record of an exemplary patient is shown. The record may provide identifying information, including the patient's name 240, subscription ID 242, and social security number 244. Furthermore, information as to the total amount of time that the patient has been participating in the program may be given as shown at 246.

5 Column 258 shows the patient's vital signs and other health-related factors, such as blood pressure 250, number of cigarettes smoked per day 252, amount of physical activity 254, weight 256, and cholesterol level 258. Some of these factors may be monitored and reported on a weekly basis, as shown in columns 260-268. Other factors, such as the patient's cholesterol level 258, may be monitored and reported on a bi-weekly basis, as shown in
10 columns 260, 264, and 268. The ultimate goal to be achieved in each of the specified areas is given in column 272.

A list of the risk factors which may affect the patient's recovery may further be pinpointed as shown at 270.

Vital signs may be represented graphically for the patient, physician and case advisor.
15 These may include charts or graphs of the patient's blood pressure 250A (FIG. 41), physical activity 254A (FIG. 42), weight 256A (FIG. 43), and cholesterol level 258A (FIG. 44). These graphs allow the physician/case advisor to review and grasp the patient's progress visually over a period of time, and help him or her determine how the patient is doing in relation to the ultimate goals that are to be achieved in the charted areas.

20 Referring again to FIG. 40, a physician/case advisor is also given an option 274 to assess the patient's behavior. Upon selection of this option, the system provides a behavioral change assessment form 305 like the one shown in FIG. 45. This form 305 is used to determine how inclined the selected patient is toward complying with the recommended program. In the preferred embodiment, on-line questionnaires are submitted to the patients,
25 asking them to rate their behavioral intention 300, self-efficacy 302, and social support 304. Alternate forms of evaluation may also be used to assess the likelihood of a patient's compliance with the program.

The system periodically assesses and reports the patient's behavioral change as shown in columns 306 and 308. The desired goals 310 are also listed to monitor whether the patient
30 is making progress towards them. If a patient continues to score low on the behavioral change assessment form 305, this may indicate that he or she is unable to change his or her lifestyle, and lead to the conclusion that the patient should be taken off the system.

The system generates reports on patient progress based on the data shown in FIGS. 40-45, as frequently as the physician desires. These reports can be received via either
35 e-mail or facsimile. The frequency of reports will depend on the needs of the particular patient, and may be triggered by the achievement of goals or the setting off of alarm signals as described above.

1 The system can also generate regularly scheduled reports for a physician's review on a default basis, depending on a patient's needs. For example, patients who are relatively ill can be reviewed twice a week or more, even if no warning signals occur.

5 Upon receiving feedback from the system regarding changes to a patient's behavior modification program, a physician or case adviser may want to make recommendations about the program. FIG. 46 shows an exemplary recommendation screen which follows the selection of a Recommend 276 option of FIG. 40. If, for example, a patient initially placed on a program of walking 15 minutes three times a week loses 5 pounds and lowers his or her blood pressure, the system might generate a report to the physician recommending an increase
10 in the patient's walking time to 45 minutes per session as shown at 322. The system may further make recommendations as to the frequency and duration of stress reduction exercises 328 as well as on other areas of the program as shown at 326. The physician reading the report can accept 330 or modify 332 the recommendations.

15 The system's reporting features enable a physician to handle more patients in the same amount of time without decreasing the quality of care. The system also allows for a patient feedback loop independent of this self-monitoring capability. If the patient has a difficult night, for example, he or she can send an e-mail through the system directly to the case advisor or the physician via the mail 98 (FIGS. 9, 16-20) or post office 74 (FIG. 8) interfaces.

20 Once the physician/case advisor is satisfied with the recommendations, he or she may electronically communicate 334 program changes to the subscriber.

FIG. 46 also shows an example of a patient who has earned reward points 324 for not having smoked for 60 days. The reward points shown here are to be cashed in at the village store 78 shown in FIG. 8.

25 Referring to FIG. 47, the system presents a message screen upon the selection of a communications 334 option of FIG. 46. The case advisor may send the recommendation 346 made by the system and reviewed and/or modified by the physician, to the subscriber 340 with an attached audio e-mail message 344, or alternately via text e-mail or facsimile. A copy of the recommendation 346 and message 344 may also be stored in the system's database 342.

30 Physicians/case advisors may further communicate with patients by video conferencing. An existing third-party video conferencing package may be integrated to the system to allow the video conferencing feature. The minimal requirements for a PC to support the video conferencing capability is a clock cycle of 90 megahertz, 24 megabytes of random access memory, a color camera, a video capture board, an audio board, a video input capture board, and an ISDN line. The technical specification may change as technology affecting bandwidth
35 and/or data compression changes.

As shown in FIG. 47, the video conferencing feature may be accessed upon selection of a video conferencing option 347. A video conferencing manager, like one illustrated in FIG. 48 may then be used to conduct the video conference.

1 A health plan payor, such as an HMO, insurance company, or self-insured employer,
may also access the system. Information that is released by a patient may also be sent
electronically to the health plan payor. The information can then be combined with the
provider's information to analyze individual patients or aggregate results of all people on the
5 program. The analysis may include, for example, cost per patient, cost for patients in each
category or group, and physician utilization. The system's relational database that allows for the
custom gathering of data, depending upon the requirements of the health plan. The system may
also provide aggregate reports to the health plan payor for management review and cost
control purposes. A health plan payor may be less interested in looking at individual patient
10 files and more interested in looking at information as to the number of subscribers on the
system, the cost of keeping the subscribers on the system, and how this cost compares to that
incurred by patients who are not on the system. At the same time, several layers of electronic
security measures insure the individual patient's privacy by strictly segregating the type of
information available to the various parties who have access to the system.

15 The user interface for the health plan payor is similar to the user interface used by a
physician/case advisor. When the health plan payor signs onto the system, a main menu
screen with a list of options available is provided, as shown in FIG. 49. From here, the payor
may choose to view overall compliance status 350, perform case management review 352,
perform an utilization review 356, review outcomes 354, or communicate 358, each of which
20 options is described in further detail below.

Upon selection of a view compliance status 350 option, the health payor views current
compliance status based on pre-determined categories 360, as shown in FIG. 50. For each
category, information as to the total number of eligible patients 364, number of participating
patients 366, participating patients complying with the program 368, participating patients put
25 on probation due to lack of compliance 372, and patients terminated 376, may be displayed.

A comparative cost analysis screen is also invoked via a view comparative costs option
362. FIG. 51 shows an example of the cost of maintaining patients on the system. The total
cost 380 may be compared against costs incurred by a control group of patients who have not
subscribed to the system 382. Comparative savings achieved by use of the system are shown
30 in column 384.

Referring back to FIG. 49, the main menu 348 also includes a perform a case
management review 352 option. A list of current patients (not shown), substantially similar
to the list shown in FIG. 4, follows selection of this option.

35 Once a patient file has been selected, a confidentiality waiver information 390 is
displayed, as shown in FIG. 52. A patient will be assured confidentiality and privacy in the
areas where waiver has not been given. For instance, portions of the patient's journal will be
kept confidential and unavailable to the health plan payor, ensuring that patients remain open
and honest in making daily journal entries.

1 Upon selection of a continue option 392, a screen similar in content to the screen
shown in FIG. 40 is shown in FIG. 53. As with the user interface for physicians/case
advisors, indications of the patient's blood pressure level 404, physical activity 406, weight
408, and cholesterol levels 410 over time, are given. These may also be represented
5 graphically to the health plan payor in a form substantially similar to FIGS. 41, 42, 43, and
44 respectively.

A health plan payor, however, has a review costs option 400 which is not available to
a physician/case advisor.

10 FIG. 54 illustrates an exemplary screen viewable upon selection of the review costs
option 400 of FIG. 53. Shown here is information as to the costs incurred to date in
maintaining the selected patient on the system. The system costs 410, health service costs
412, and total costs 414 are represented in a bar graph format in this particular example. The
cost incurred by a control group patient who is not on the system is also shown 418. This
cost is compared to the total costs 414 and the amount of savings 416 thus achieved, and is
15 also displayed in a bar graph format.

Referring back to FIG. 49, another option provided by the main menu 348 is a review
outcomes 354 option, which provides a screen like the one shown in FIG. 55 with information
as to the various patient outcomes, based on various pre-determined categories. For instance,
information as to the percent of compliant subscribers who had an emergency room ("ER")
20 visit 420 is shown. This information may be compared against ER visits made by non-
compliant subscribers 422 and control group patients who have not subscribed to the system
424.

Referring back to FIG. 49, the main menu 348 also provides for a utilization review
356 option. As shown in FIG. 56, upon making this selection, a screen appears with
25 information including the name of the group or facility using the system, this group or
facility's specialty 432, the number of cases to date 434, the percentage of cases referred to
the system 436, and how this percentage compares 438 to the targeted utilization percentage
440.

30 Upon selection of a particular group or facility 442, the same type of information for
the doctors within the selected group or facility 442 may be obtained, as shown in FIG. 57.

The main menu 348 in FIG. 49 further provides a communicate 358 option leading to
FIG. 58. The health plan payor may send an audio e-mail 456, text e-mail 458, or fax 460
to the case advisor 450, responsible physician 452, or subscriber 454 as shown here.

35 In this way, the system provides an on-going loop of compliance monitoring and
feedback to help the patient make difficult lifestyle changes. Once the patient has achieved
the desired goals, he or she can continue to use the system as a health maintenance or
wellness program. An aim of the system is to educate and motivate patients to take control

1 of their lives and improve their health by modifying their behavior and changing their lifestyles.

FIG. 59 is a block diagram of the present system. It will be apparent to those skilled in the art that the invention described herein may be implemented on various platforms. In a preferred embodiment, however, patients, physicians, case advisors, and health plan payors have access to a PC 500 with a Pentium microprocessor. The PC 500 contains audio and CD-ROM 502 capabilities. However, a PC 500 may have other multimedia capabilities including video display and capture capabilities, microphones, etc. The PC 500 is further connected to a printer 504 for generating hard copies of any data accessible by the computer.

10 In a preferred embodiment, the operating system utilized by the PC 500 is a windows-based operating system, preferably Windows 95.

In the preferred embodiment of the invention, each PC 500 is electronically linked to network server 508 via the Internet 518. Contained in each server 508 is a transaction server 510, meeting server 512, "inner circle" server 514, and "outer circle" server 516. The transaction server 510 is utilized to handle secure purchases via the store 78 (FIG. 9) or travel agency (FIG. 36) interfaces.

The secure meeting server 512 is dedicated to implementing the meeting room 96 and coffee shop functionalities discussed in reference to FIGS. 9, 14, and 15. The secure "inner circle" server 514 is dedicated to handle sensitive data, such as medical records.

20 Other servers may be added as needed. For instance, there may be a separate media server to handle the audio and video functionalities of the system.

Communication via the Internet 518 is achieved in the preferred embodiment of the invention through telephone lines by means of a high-speed modem 506 connected to the PC 500. Alternatively, satellites, television cable systems, and ISDN lines may be utilized to access the Internet 518. Standard TCP/IP is utilized as the protocol to communicate between the servers 508 and a PC 500 via the Internet 518.

25 The network server 508 may be located at a health plan payor facility with an independent third party that acts as an Internet Service Provider or elsewhere. The servers 510-516 have access to one or more relational databases 522 (such as SQL) that contain all the health plan data, including information input to the journal and schedule book information. For example, pertinent information from a patient's journal will be uploaded to the server and downloaded to the physician and case advisor. Information provided by the physician will also be uploaded to the same server. System data will be downloaded to the case advisor on a periodic basis for review.

30 All the information needed by a user of the system is located in the databases 522 or on CD-ROM and/or DVD distributed to the users on a periodic basis, or, as technology permits, via streaming audio and video. For instance, in the presently preferred embodiment, the video and audio clips available to a chairperson 114 for conducting meetings (FIG. 14), or

1 via the kitchen (FIGS. 21, 22), gym (FIG. 26), tranquility park (FIG. 29), and library (FIG. 32) interfaces is located on CD-ROM or DVD. However, with the emergence of ISDN, cable modem, XDSL, and direct satellite delivery, it is anticipated that the system will be capable of sending streaming video and audio over the network.

5 There are three levels of security implementation to help achieve secure transmission of data to and from the servers 510-516, as well as to ensure that only authorized users may access the databases 522. User security for patients, physicians/case advisors, and health plan payors is assured by a two tier (user id and password) system. An example of such log-on screen is shown in FIG. 36.

10 Furthermore, a "cookie"-based code is used to monitor when users log in and out, and to keep track of how each user uses the system. This will, for example, allow the system to keep attendance at group meetings. If a user has missed a group meeting, the case advisor would then be able to follow up with him or her about the absence.

15 Referring back to FIG. 59, a firewall 520 is also provided at the server level to protect confidentiality of health plan data. Furthermore, encryption is furnished to ensure that communication between servers 510-516 and PCs 500 is secure.

20 A network administrator 524, who may be the case administrator or an independent third party, is also attached to the server 508. The network administrator subscribes all users to the system except for clinical or wellness group participants. Physicians or case advisors are responsible for subscribing clinical or wellness members. The network administrator is also in charge of maintaining the system's databases 522.

25 In the preferred embodiment, the system is constructed using the C++ programming language in conjunction with SQL 6.5, Cold Fusion, commercially available from Alaire Company, Visual Basic, commercially available from Microsoft Corporation), and HTML. Active X and Java components may also be invoked to handle the multimedia functions of the system.

30 It will be understood that the foregoing is merely illustrative of the principles of the invention, and that various modifications can be made by those skilled in the art without departing from the spirit and scope of the invention as defined by the following claims. For example, the system can be programmed in any number of programming languages besides C++ code to achieve the underlying principles of the present invention. The screens can be reformatted to change their appearance, and many different data sets can be used for various patients with different chronic diseases.

1 CLAIMS

1. A method for monitoring compliance with a therapeutic behavior modification program, the method comprising the steps of:

5 providing a therapeutic behavior modification program having a series of milestones for a patient;

inputting patient data at prescribed times; and

10 correlating the patient's data using a microprocessor with the milestones in the therapeutic behavior modification program to determine whether the patient is complying with the program.

2. The method of claim 1 further comprising the steps of grouping particular data using the microprocessor and linking the data to a remote computer.

15 3. The method of claim 1 further comprising the step of using the microprocessor to provide graphical screens for encouraging the patient to comply with the therapeutic behavior modification program.

20 4. A therapeutic behavior modification program, compliance monitoring and feedback system comprising:

means, comprising a relational database and a microprocessor coupled to the database, for developing a therapeutic behavior modification program having a series of milestones for an individual;

25 means for monitoring the individual's compliance with the program including:

means for prompting the individual to enter health-related data;

means for correlating the individual's entered data with the milestones in the behavior modification program and generating compliance data indicative of the individual's progress toward achievement of the program milestones;

30 means, accessible to the relational database and microprocessor, for motivating the individual to comply with the program comprising an integrated system of graphical system interfaces, the motivating means including:

means for enabling the individual to review the compliance data;

35 means for providing health information to the individual from a remote source;

an electronic calendar integrated with the behavior modification program for signaling the individual to take action pursuant to the behavior modification program wherein the calendar accesses the relational database and integrates requirements of the program with the individual's daily schedule;

1 an electronic journal for enabling the individual to enter personal health-related information;

an electronic meeting room for linking the individual to a plurality of other individuals having related behavior modification programs for facilitating group peer support sessions for compliance with the program; and

5 means for providing motivational media presentations to the individual for encouraging the individual to comply with the program; and

a graphical electronic navigator operable by the individual to control the microprocessor for accessing different parts of the system.

10 5. The system of claim 4 wherein the means for developing the therapeutic behavior modification program comprises:

means for inputting preliminary health information relating to the individual;

15 means for presenting a plurality of suggested behavior modification programs containing suggested milestones generated as a function of the preliminary health information;

means for selecting one of the suggested behavior modification programs and altering the milestones to generate the individual's behavior modification program; and

means for loading the behavior modification program into the relational database.

20 6. The system of claim 4 further comprising means for providing the motivational media presentations to the individuals in the electronic meeting room as part of the group support sessions, thereby facilitating interactive group discussion about the presentations.

25 7. The system of claim 4 further comprising means for enabling the individual to select an avatar to represent himself or herself in the electronic meeting room.

8. A method for assisting an individual to comply with a therapeutic behavior modification program, the method comprising the steps of:

30 providing the therapeutic behavior modification program having a series of milestones for the individual;

inputting health data relating to the individual at prescribed times;

correlating the individual's health data with the milestones in the behavior modification program using a relational database and generating compliance data indicative of whether the individual is complying with the program;

35 grouping particular compliance data using a microprocessor and linking the data to a remote computer; and

1 motivating the individual to comply with the behavior modification program by:
 providing medical information to the individual relating to the program;
 presenting the individual with the compliance data to allow the individual
to personally monitor compliance with the program;
5 signaling the individual to take action according to the program through an
electronic interface integrated with the individual's daily schedule;
 providing remotely accessible group support sessions and motivational
media directed toward encouraging the individual to achieve the program milestones; and
 enabling the individual to retrieve the medical information, compliance data,
10 and scheduling signals, and participate in the group support sessions and view the
motivational media through a graphical electronic interface.

9. The method of claim 8 wherein the step of providing remotely accessible group
support sessions and motivational media comprises presenting the motivational media during the
15 group support sessions to facilitate interactive group discussion about the presentations.

10. The method of claim 8 further comprising the step of selecting an avatar to
represent the individual during the group support sessions.

20 11. A method for assisting an individual to comply with a computer implemented
behavior modification program, the method comprising the steps of:
 providing milestones in the behavior modification program to be achieved by the
individual;
 monitoring the individual's compliance with the program by:
25 obtaining health-related data of the individual at prescribed times;
 comparing the health-related data with the milestones for generating
compliance data indicative of whether the individual is complying with the program, and
encouraging the individual to comply with the program if the compliance data indicates lack of
compliance; and
30 comparing the health-related data against accepted medical protocols and
alerting the individual's physician or case advisor when a health-risk is present;
 educating the individual electronically on health topics germane to the individual's
condition and behavior modification program; and
 motivating the individual to comply with the behavior modification program by:
35 providing group support for the individual by electronically linking the
individual to a plurality of other individuals having related behavior modification programs;
 providing a reward to the individual when certain of the milestones are
reached;

1 presenting the individual with the compliance data for enabling the
individual to personally monitor compliance with the program;
 enabling the individual to enter comments germane to the behavior
modification program in a computer-implemented journal; and
5 providing motivational multi-media presentations for encouraging the
individual to comply with the program.

12. The method of claim 11 wherein the step of obtaining the health-related data
comprises the user providing the data through a computer-implemented journal.

10 13. The method of claim 12 wherein portions of the data in the journal are accessible
to a physician.

14. The method of claim 11 wherein the step of obtaining the health-related data
15 comprises a physician obtaining the data from office visits by the individual to the physician.

15. The method of claim 11 wherein the step of educating comprises providing recipes,
stress management strategies, and nutritional, dieting, and exercise information to the individual.

20 16. The method of claim 15 wherein ingredients appearing on the recipes are
downloaded automatically to an on-line shopping list.

17. The method of claim 11 wherein the group support is provided by a computer-
implemented meeting room wherein the individual and the plurality of other individuals
25 participate in on-line group meetings, the meetings comprising:

 a chairperson for monitoring discussions and triggering multi-media presentations;
and
 a means of representing the individual and the plurality of other individuals in the
group meetings.

30 18. The method of claim 17 wherein a computer-implemented schedule book enables
the individual to:

 view a list of on-line group meetings;
 sign-up for a particular group meeting from the list of group meetings; and
35 request automated reminders for reminding the individual of group meetings for
which the individual has signed-up.

1 19. The method of claim 17 wherein the meetings further comprise a means for the individual for contacting the plurality of other individuals via telephone directly from the computer-implemented meeting room.

5 20. The method of claim 11 wherein the group support is provided by a computer-implemented mentoring area for mentoring and giving support to the individual by other more experienced individuals.

10 21. The method of claim 20 wherein no more than a predetermined number of the more experienced individuals may be present in the mentoring area at a single time with the individual.

15 22. The method of claim 11 wherein the group support is provided through electronic mail for facilitating communication with the physician, case advisor, or the plurality of other individuals having related behavior modification programs.

20 23. The method of claim 11 wherein the group support is provided through an electronic bulletin board wherein the individual posts messages and read messages posted by the other individuals having related behavior modification programs.

25 24. The method of claim 11 wherein the reward is rewards points for being redeemed for goods, frequent flier miles, or a symbolic reward commending the individual for good work.

30 25. A therapeutic behavior modification program, compliance monitoring and feedback system comprising:

 means, comprising a relational database and a microprocessor coupled to the database, for developing a therapeutic behavior modification program having a series of milestones for an individual;

 means for subscribing an individual to the behavior modification program;

 means for monitoring the individual's compliance with the program including:

35 means for obtaining health-related data of the individual at prescribed times for input into a relational database;

 means for comparing the health-related data with the milestones in the behavior modification program for generating compliance data indicative of whether the individual is complying with the program, and encouraging the individual to comply with the program if the compliance data indicates lack of compliance; and

 means for comparing the health-related data against accepted medical protocols and alerting the individual's physician or case advisor when a health-risk is present;

1 means for educating the individual electronically on health and medical topics
germane to the individual's condition and behavior modification program;

means, accessible to the relational database and microprocessor, for motivating the
individual to comply with the program including:

5 means for providing group support for the individual by electronically
linking the individual to a plurality of other individuals having related behavior modification
programs;

means for providing a reward to the individual when certain of the
milestones are reached;

10 means for presenting the individual with the compliance data for enabling
the individual to personally monitor compliance with the program;

means for enabling the individual to enter personal feelings and comments
germaine to the behavior modification program into a computer-implemented journal; and

15 means for providing motivational multi-media presentations for encouraging
the individual to comply with the program;

means for modifying the program based on the individual's progress; and

a graphical user interface for controlling the microprocessor for accessing different
parts of the system.

20 26. The system of claim 25 wherein the means for developing the therapeutic behavior
modification program comprises:

means for inputting preliminary health information relating to the individual;

25 means for presenting a suggested behavior modification program containing
suggested milestones generated as a function of the preliminary health information and accepted
medical protocols;

means for modifying the suggested behavior modification program to generate the
individual's behavior modification program;

means for loading the behavior modification program into the relational database;
and

30 means for giving access to the individual to the graphical user interface for
controlling the microprocessor for accessing different parts of the system.

27. The system of claim 25 wherein the means for obtaining the health-related data
comprises means of prompting the individual to input health-related information into a
35 computer-implemented journal.

1 28. The system of claim 25 wherein the means of educating comprises means for providing recipes, stress management strategies, and nutritional, dieting, and exercise information to the individual.

5 29. The system of claim 28 wherein the means for providing recipes includes means for downloading recipe ingredients to a computer-implemented shopping list.

 30. The system of claim 25 wherein the means for providing group support comprises means for providing on-line group meetings comprising:

10 means for electronically viewing a list of group meetings available for participation;

 means for electronically registering for a particular group meeting;

 means for sending automated reminders for reminding the individual about the particular group meeting for which the individual is registered;

15 means for providing an electronic meeting room for the group meetings;

 means for monitoring discussion during the group meetings;

 means for triggering multi-media presentations during the group meetings;

 means for electronically representing the individual and the plurality of other individuals in the group meetings; and

20 means for contacting the plurality of other individuals via a telephone directly from the computer-implemented meeting room.

 31. The system of claim 25 wherein the means for providing group support comprises a means for providing a computer-implemented mentoring area for mentoring and giving support to the individual by other more experienced individuals.

 32. The system of claim 25 wherein the means for providing group support comprises electronic mail means for facilitating communication with the plurality of other individuals.

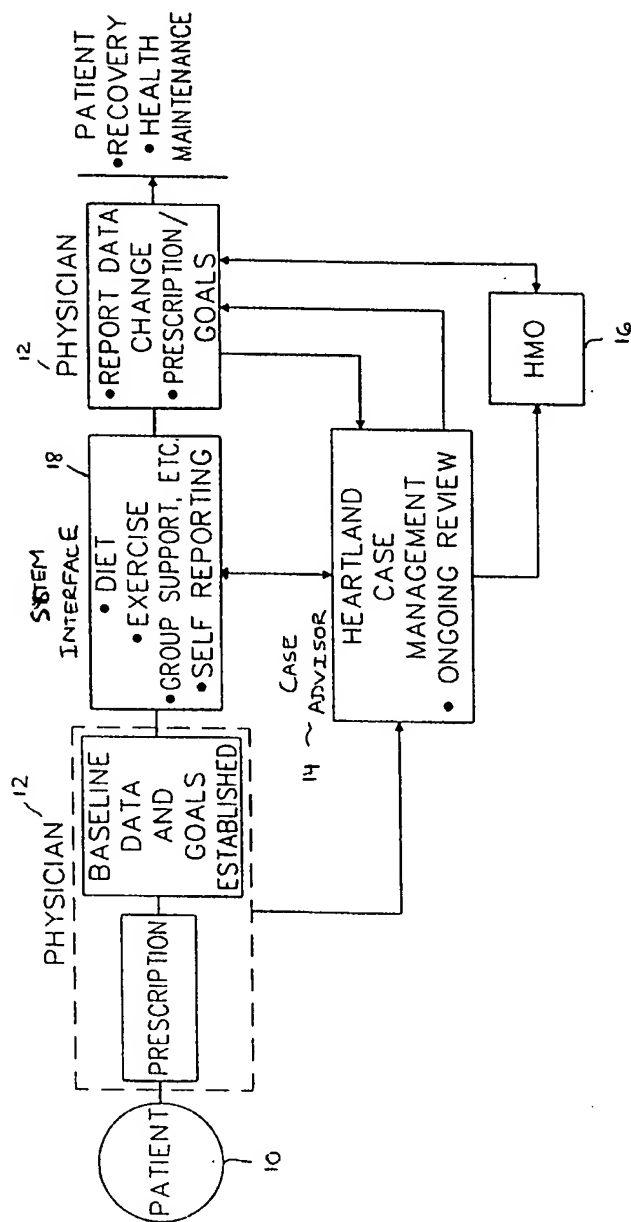
30 33. The system of claim 25 wherein the means for providing group support comprises electronic bulletin board means for posting messages and reading messages posted by the other individuals having related behavior modification programs.

 34. The system of claim 25 further comprising a means for providing security from unauthorized access to the system.

 35. The system of claim 25 further comprising a means for health plan payors for monitoring usage of the system.

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Fig 1



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Fig 2

22 ~ **HeartLand Prescription Form**

23

Patient Name	Patient ID	Date	Physician Name	Physician ID

1. Fill in diagnosis:

Patient Diagnosis	Co-morbid Diagnosis

2. Circle a diagnostic category:

24 ~

Category	Diagnosis	Level 1 (mos.)	Level 2 (mos.)	Level 3 (mos.)	Health and Wellness
I	Current year MI survivor	3	3	6	Contin.>12th month
II	Current year alt. to PTCA or CABG	3	3	6	Contin.>12th month
III	Current year diagnosed CAD	3	3	6	Contin.>12th month
IV	All diagnosed Angina	3	3	6	Contin.>12th month
V	Prior years' post MI/surgical--High Risk	3	3	6	Contin.>12th month
VI	Prior years' post MI/surgical--Low Risk	1	1	10	Contin.>12th month
VII	2 or more Risk factors	0	2	4	Contin.>6th month
VIII	Health and Wellness	0	0	0	Continuous

3. Please circle as appropriate:

30 ~ Does the patient need smoking cessation? Yes No
 Have you prescribed nicotine patch or gum? Yes No
 Does the patient need weight reduction? Yes No If yes, target weight: _____

32 ~ 4. What are patient's current and prescribed medications?

Medication	Standard Dosage	Comments/Changes
HCTZ:	25 mg	
Atenolol	50 mg	
Lisinopril	20 mg	
Atorvastatin	20 mg	
Lovastatin	20 mg	
Antioxidant: Vitamin E	400 IU	
Antioxidant: Vitamin C	500 mg	
Other:		
Other:		
Other:		
Other:		

34 ~ 5. Circle or fill in desired 3-month targets:

	1200	1500	2000	2500	3000
Daily calories	1200	1500	2000	2500	3000
Sat Fat Grams	<15	15	18	20	25
Pct Fat Cal	10%	15%	20%	25%	30%
Exercise (Freq/wk/RPE)	20/5x/3	30/5x/4	45/5x/5	50/5x/6	60/5x/7
Max Heart Rate					
Stress Reduction Needs	Low Need	Some	Definite	High	Very High
Lipid Level Target					
Total Cholesterol	140	150	175	200	<225
LDL	60	70	80	<100	<125
HDL	35	37	39	41	>42

Physician's Signature: _____ Telephone: _____

FAX THIS FORM TO SALUS MEDIA: (805) 969-3601

You will receive Fax confirmation within 24 Hours. For Assistance please call: (805) 969-2234

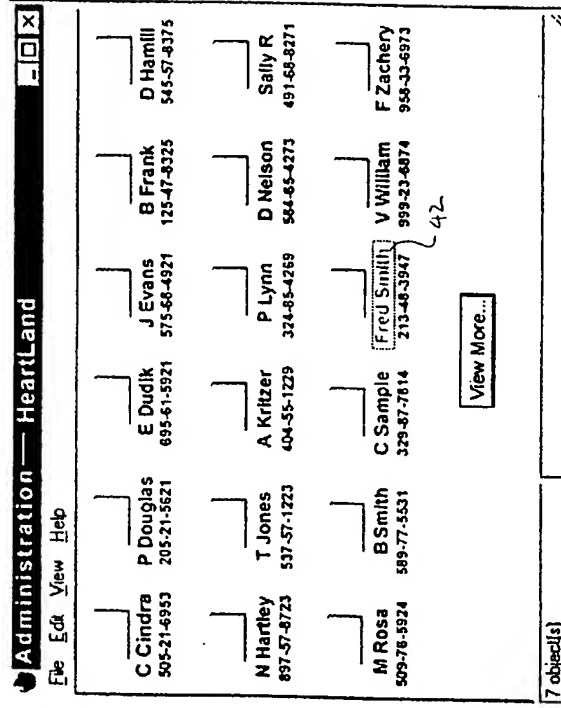
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Fig 3

HeartLand 6/



Click on the subscriber you wish to design a program for:



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HeartLand 68 Fig 4

HeartLand Health Assessment Review

Administration — HeartLand

File Edit View Insert Format Tools Table Window Help

NAVIGATOR VC PP Payer/Employer Provider/Case

Provider/Case Advisor

MAIN MENU BACK

HINT: CLICK ON CATEGORY SEE DETAIL

SCREEN 1 OF 3 48

PATIENT STATUS & GOALS: DETAILS

	Now 2/10/98	1 Month Goal	GOALS
Name / D.O.B.	Fred Smith 2-5-49		
Starting Date	2/1/98		
Heartland I.D.	23-642		
Height / Sex	5'9" Male		
Weight	193	182	
BMI	28.28	28.28	
Smoke	5 Packs/Day	5	
Physical Activity	0/10/0 minutes / x-week / RPE	20/3/3	
Alcohol	2 Average Drinks per Day	2	
Eating Habits	40 % Fiber/Complex Carb Intake	80	
	40 % Fatty Food Intake	20	
	40 % Fatty Dairy Intake	20	
Calories	3,600	3,500	
Fat Calories & %	45%	1,500	
Cholesterol - LDL	142	140 mg/dl	
Cholesterol - HDL	35	37 mg/dl	
Cholesterol	246	225	
Resting Pulse Rate	88 Beats Per Minute	68	
Stress	8.6 Scale of 1 to 10 (10 being high stress)	7.0	
Depression	Scale of 1 to 10 (10 being greatest)	10	
Blood Pressure	140/100 systolic/diastolic	140/100	
Seatbelt Use	30 percent of time	60	
Back Pain	Incidents per month	3	
Pharmaceuticals			
- aspirin	325 mg	325 mg/da	
- hydrochlorothzid.	12.5 mg	12.5 mg/da	
- Lovastatin	20 mg	20 mg/da	

44

EDIT DESIGN 50

Based on your input, Heartland suggests the following program and goals for: Frank Smith

[illegible]

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70 Fig 7

HeartLand Patient Progress Report

Date: April 2, 1997

Dear Doctor Cavello:

This is a status report on your patient, Fred Smith, SSN: 565-76-2334, Plan No. 011-066754

Your diagnosis was: non-complicated anterior MI and co-morbid diagnosis none,

Patient entered the HeartLand program on . March 12, 1997. He/she has been on the program 3 weeks.

Progress toward goals:

Parameter	Current Status	Suggested Next steps	Target
Blood Pressure	146/92	144/90	140/90
Weight	172	170	170
Resting Pulse	67	65	65
Exercise Program	35 min/4x-wk/4 RPE	45 min/4x-wk/5 RPE	45 min/6x-wk/6 RPE
Total Cholesterol	210 mg/dl	200 mg/dl	190 mg/dl
LDL Cholesterol	125mg/dl	115mg/dl	100mg/dl
HDL Cholesterol	39mg/dl	42mg/dl	45mg/dl
Diet: Cal/day	3100	3000	2800
Sat Fat grams/day	20 g	15 g	10 g
Smoking Status	0 was: 5 pack/day	0	0
Aspirin	325 mg - missed 1/wk	325 mg - missed 0/wk	325 mg - missed 0/wk
HCTZ	12.5 mg. - missed 0/wk	1205 mg. - missed 0/wk	12.5 mg. - missed 0/wk
Lovastatin	20 mg. - missed 0/wk.	20 mg. - missed 0/wk.	20 mg. - missed 0/wk.
Other			
Other			
Other			

Please initial here to indicate you have reviewed this Status Report: _____

69 ~ Please initial here to indicate you agree with suggested next step targets: _____

Indicate any changes desired in Next Step Goals and Medications:

Physician's Signature: _____

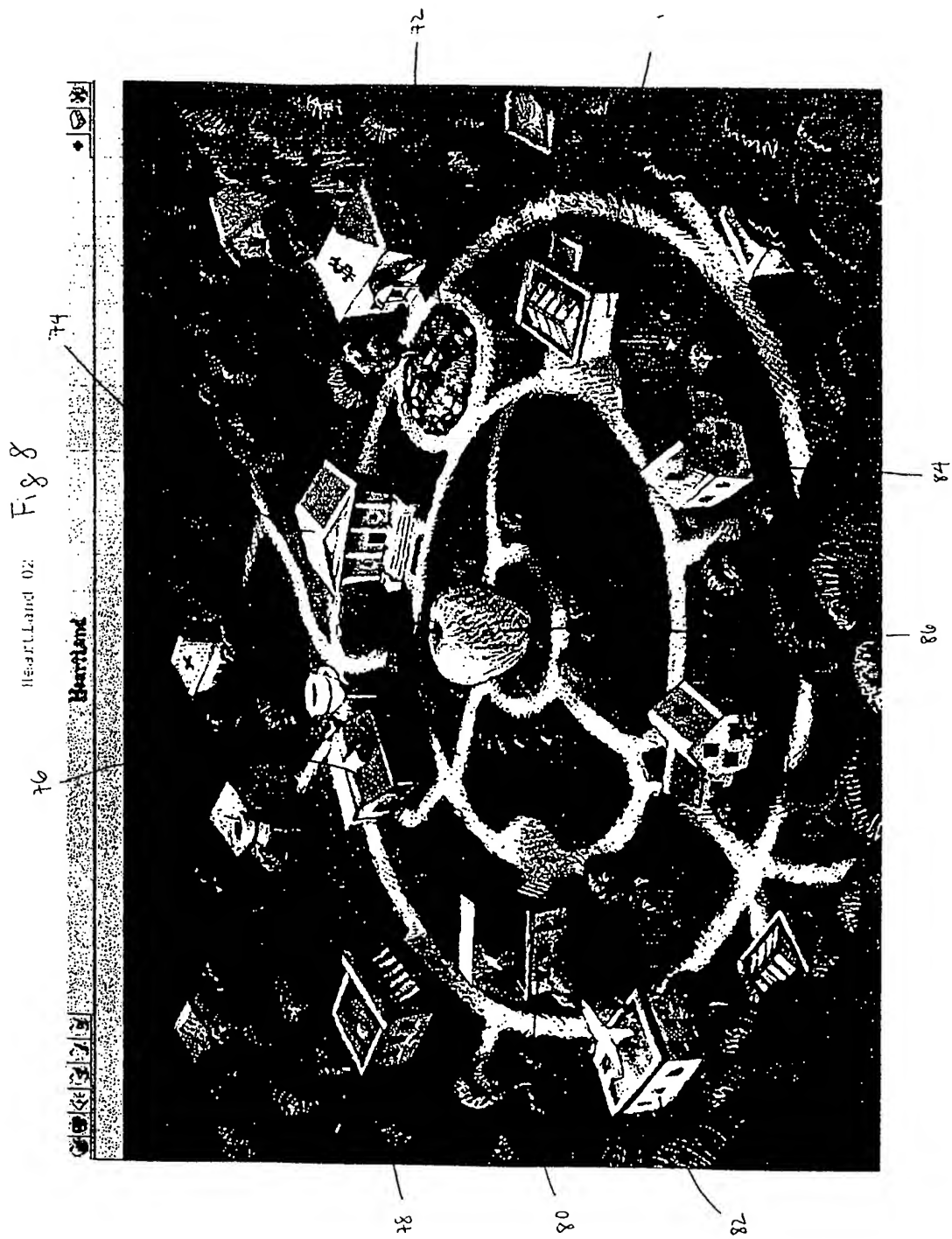
Thank you,

Mary Quinn
HeartLand Case Advisor

FAX THIS FORM TO SALUS MEDIA: FAX NO. (805) 969-3601

You will receive Fax confirmation within 24 Hours. For Assistance please call (805) 969-2234

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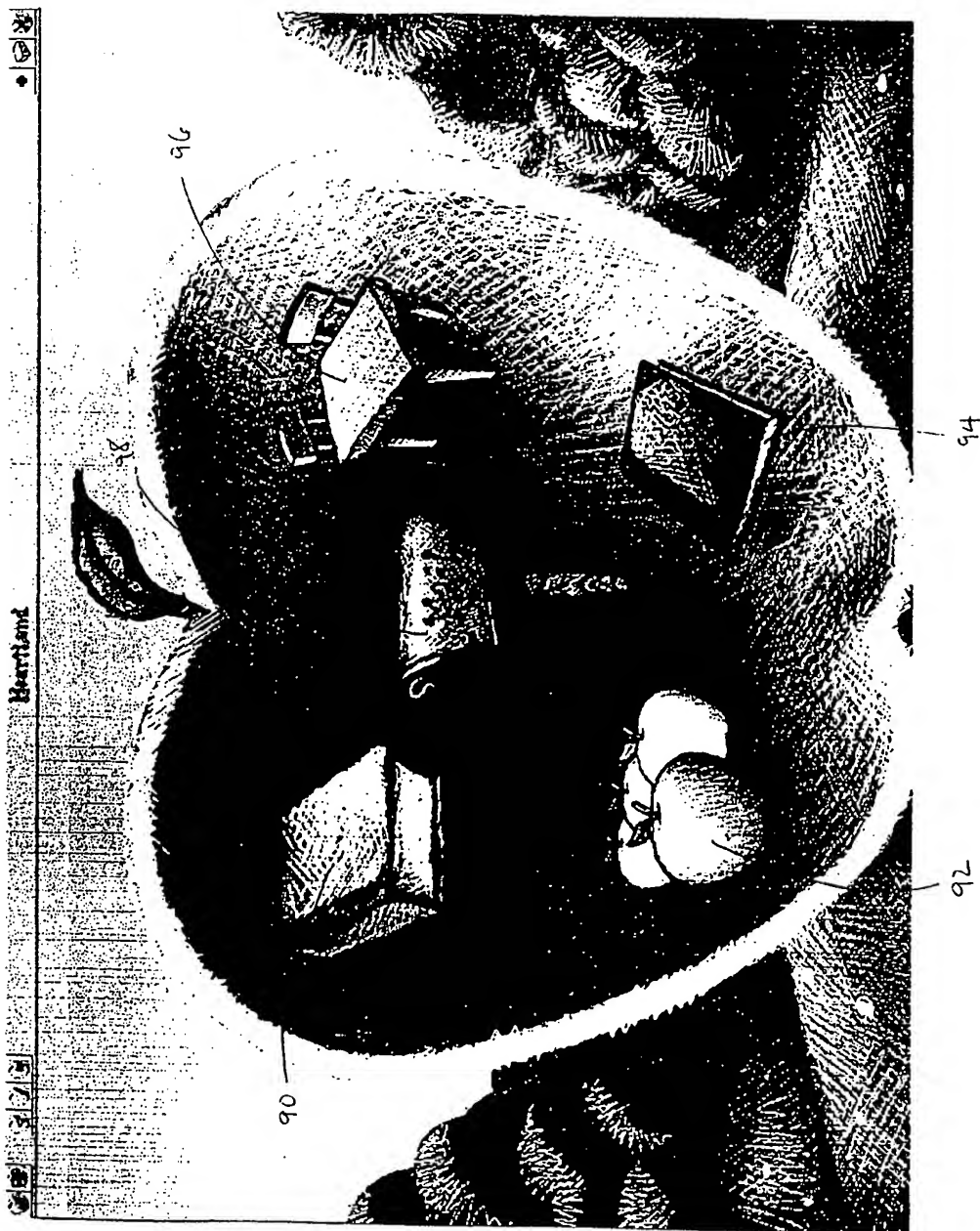


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Fig 9

Heartland 03

Heartland

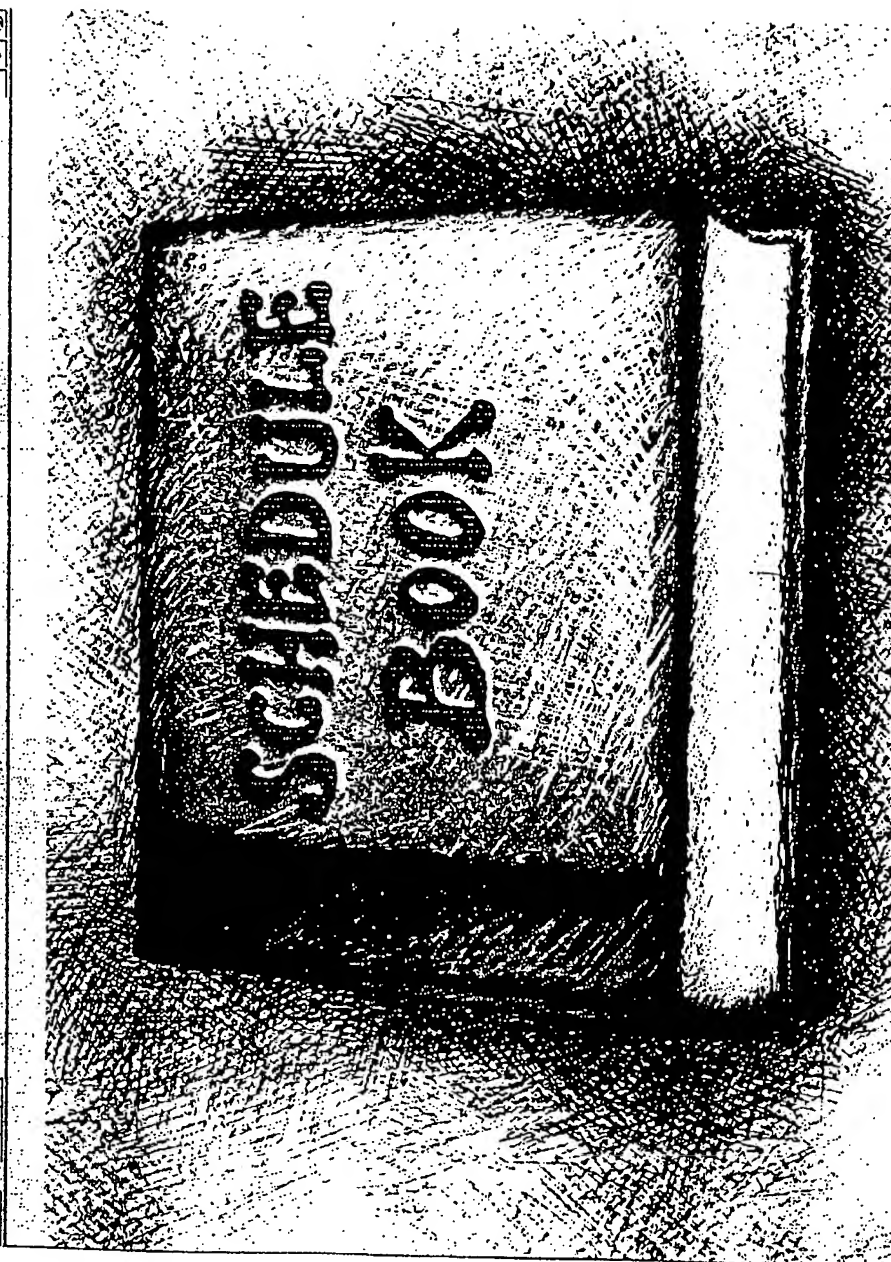


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Fig 10

Heartland 04

Heartland



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Fig 11

Heartland 05

Heartland

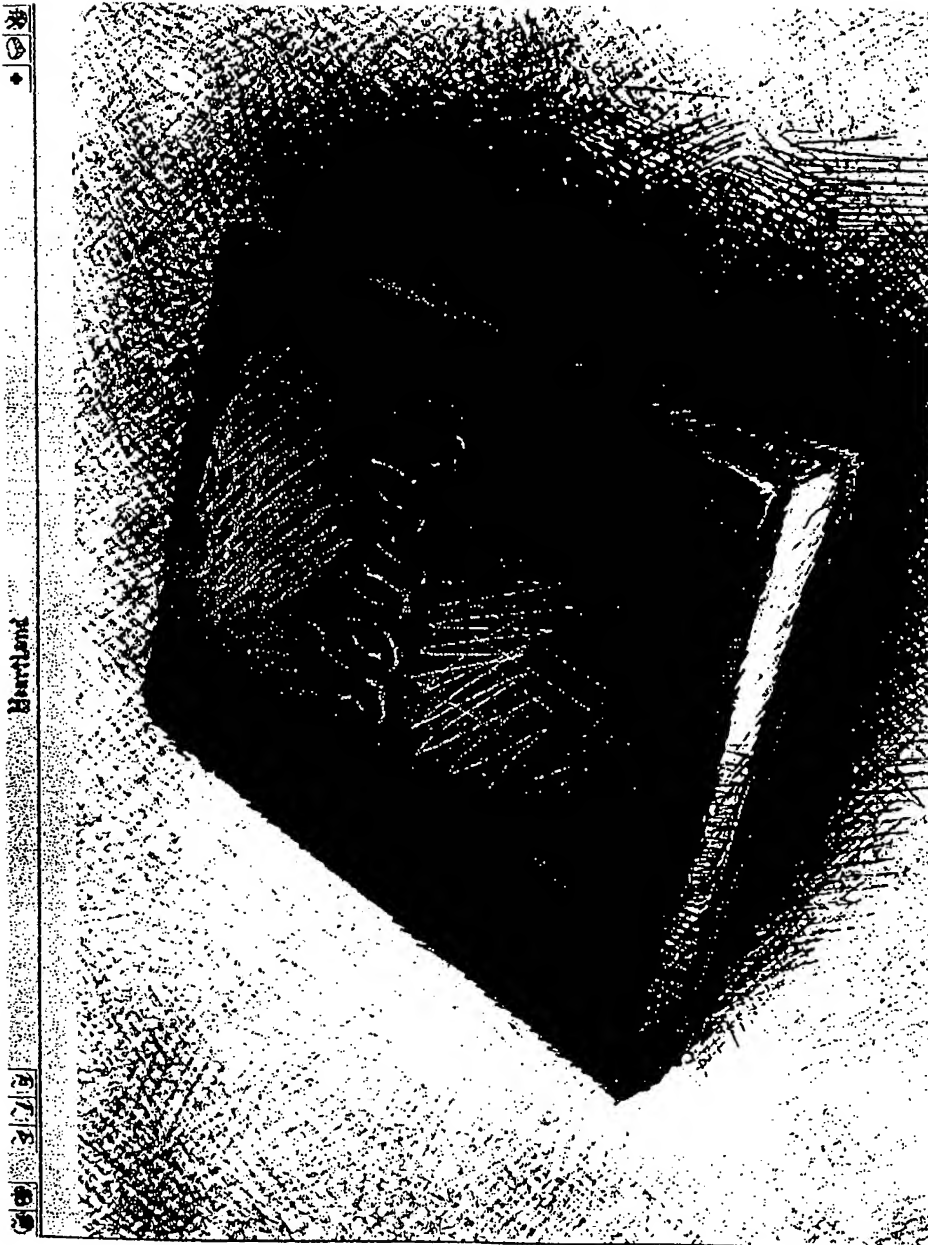
TIME	GROUP	#	CITY	ACTIVITY
7:30 AM	Movies	4	LA, CA	Low
7:30 AM	Dog Lovers	15	LA, CA	High
7:30 AM	Putt-fectionist	18	NYC, NY	High
7:45 AM	Just for Laughs	10	NYC, NY	Med.
8:00 AM	Spartans	12	Chicago, IL	Med.
7:30 AM	Travelers	5	LA, CA	Low
7:45 AM	Cool Set	8	LA, CA	Low
7:45 AM	Country Bunkers	12	Ithaca, NY	Med.
7:30 AM	City Slickers	8	NYC, NY	Low
7:45 AM	K9's	18	NYC, NY	High
8:00 AM	Water Babies	7	Dallas, TX	Med.

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Fig 12

Heartland 06

Heartland



94 A

13/60

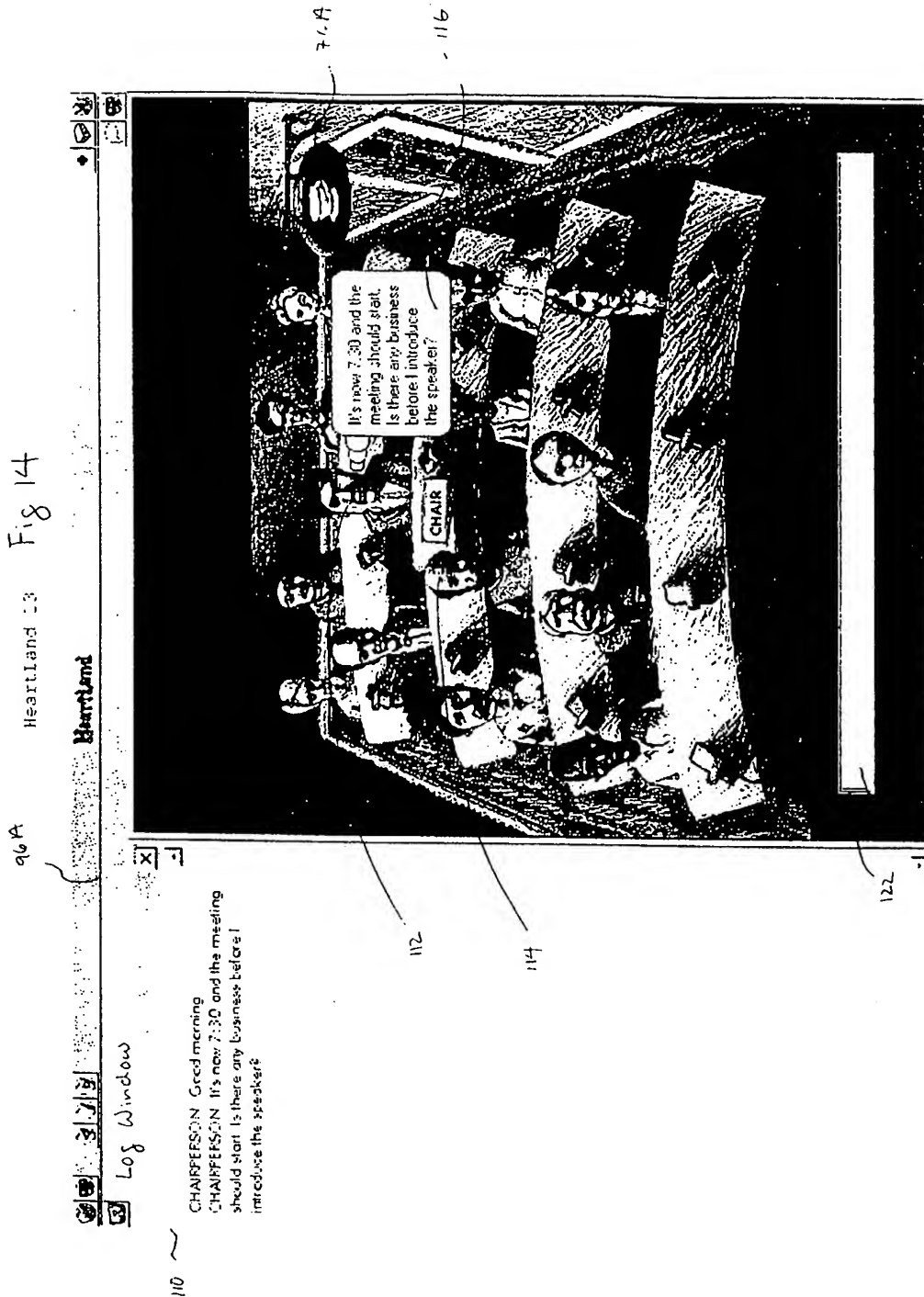
Fig 13

Heartland 07

Heartland

EMOTICONS ~ 100		VITAL SIGNS ~ 102	
Happy	<input type="checkbox"/>	Heart Rate 82	
Comprehending	<input type="checkbox"/>	Blood Pressure 160/98	
More confident	<input type="checkbox"/>	Cholesterol 230	
Committed	<input type="checkbox"/>	Diet	<input type="checkbox"/> Y <input type="checkbox"/> N
Worried	<input checked="" type="checkbox"/>	<u>EXERCISE ~ 104</u>	
Anxious	<input type="checkbox"/>	Walking	Y <input type="checkbox"/> N <input type="checkbox"/>
Scared	<input type="checkbox"/>	Stretching	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Aware	<input type="checkbox"/>	Stress Mgmt.	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Growing	<input type="checkbox"/>		
Failing	<input type="checkbox"/>		
Drifting	<input type="checkbox"/>		
Angry	<input type="checkbox"/>		
Sad	<input type="checkbox"/>		
Depressed	<input type="checkbox"/>		

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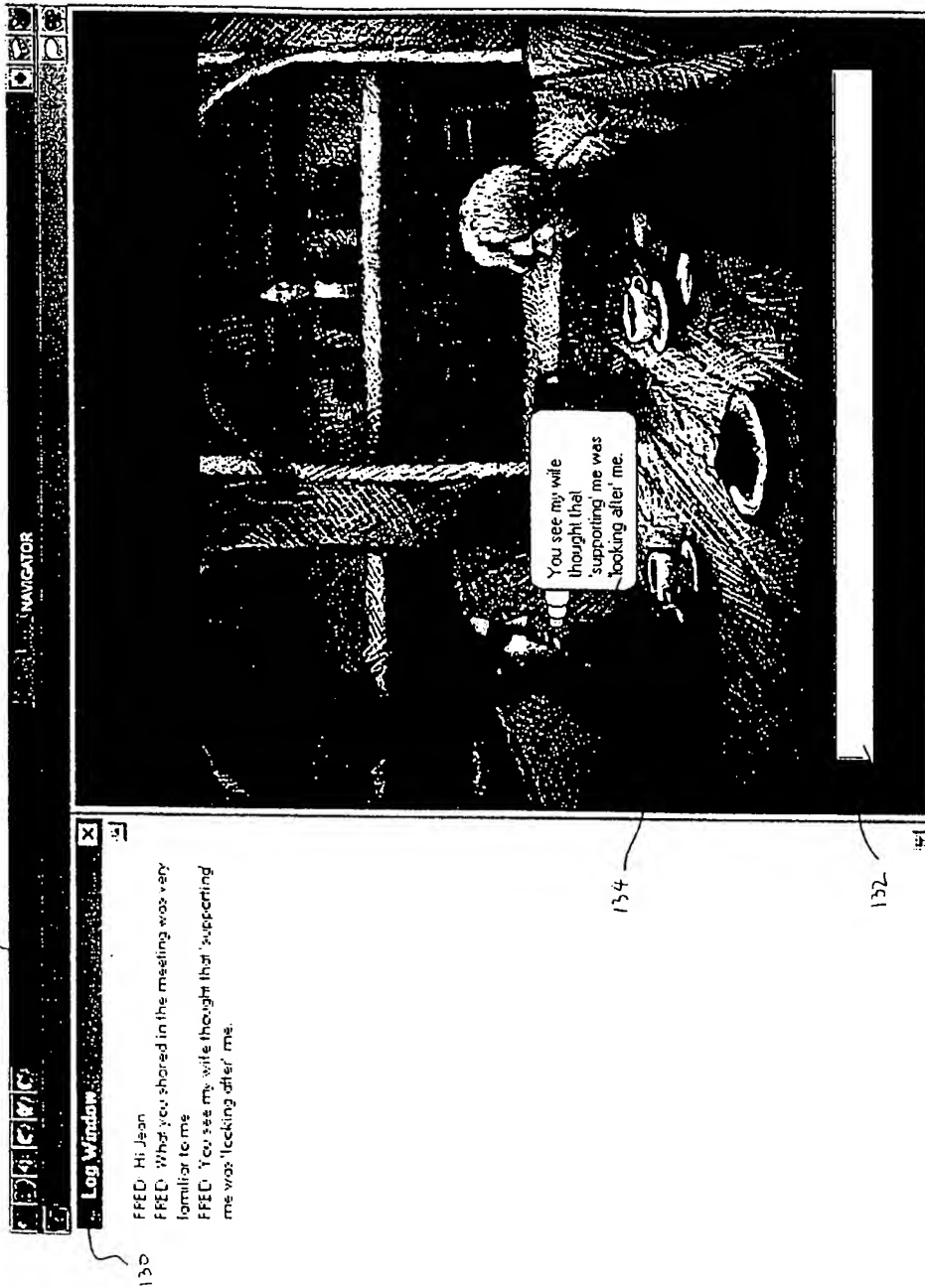


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Fig 15

HeartLand 36

36B



16/60

Fig 16

Heartland 08

Heartland



144

142

140

17/60

Fig 17

Heartland 06

Heartland

140A



Heartland

mail service

FROM: Bill
DATE: 05-27-99
TIME: 9:00 am

Dear Martha,

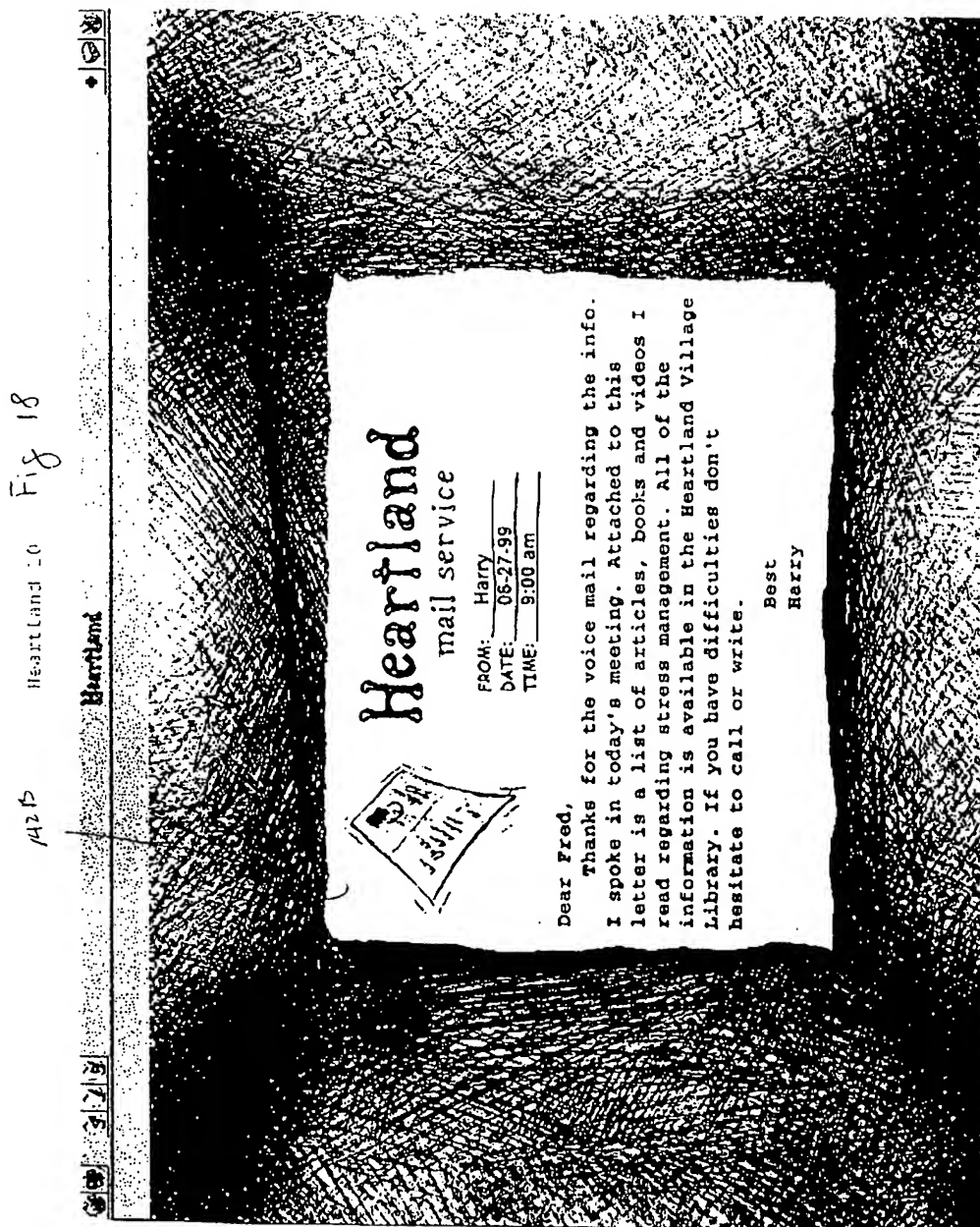
You spoke about a book which had helped you in dealing with the problem of maintaining a diet while traveling. I am not able to find it in the Library or in the travel agents. Would you please send me the title and author?

I was distressed to hear that your dog is not well. I have had doggy friends all my adult life and know just how attached one becomes. I will say a little prayer for "Patches" tonight and hope that by tomorrow's meeting he is improved.

Warmest regards

Bill

18/60



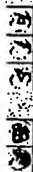
19/60

Fig 19

144A

Heartland II

Heartland



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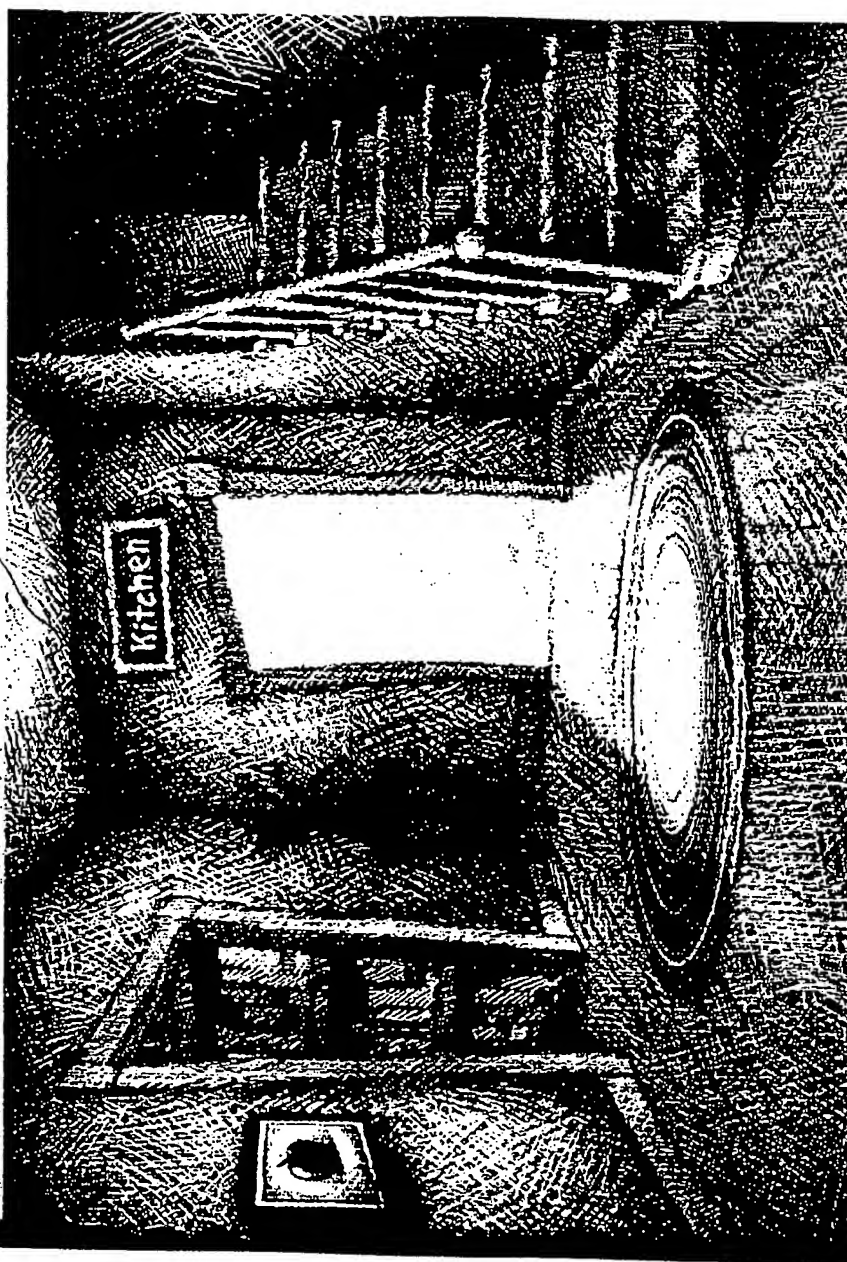


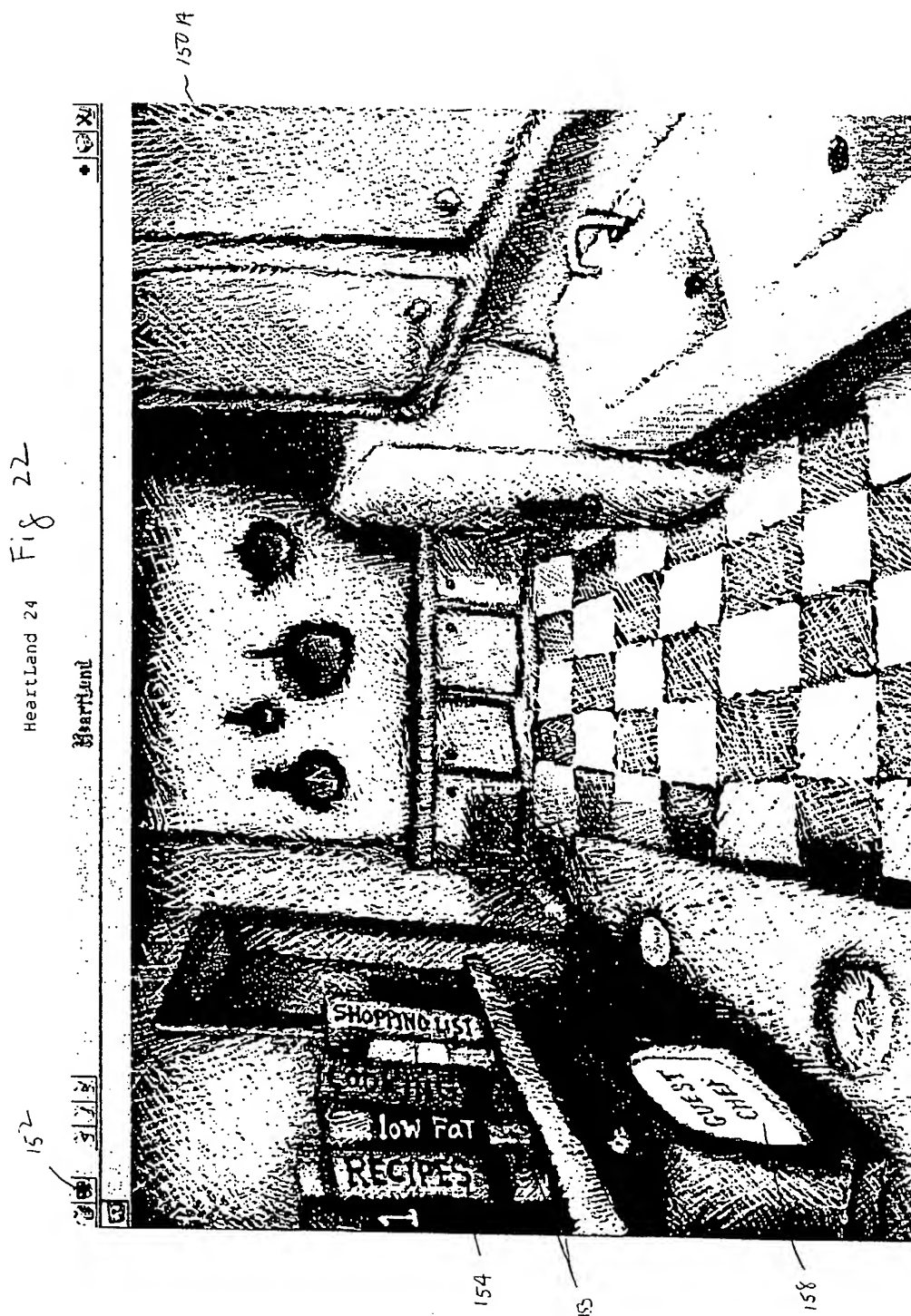
21/60

Heartland 23 Fig 21

150

Heartland





Heartland 25 Fig 23

Green Pepper-Corn Frittata

Ingredients:

- 1/2 teaspoon olive oil
- 1/2 teaspoon dried oregano
- 2 eggs
- 1 large green bell pepper (capsicum), 4 egg whites
- 1/4 cup (2 fl oz/60 ml) nonfat milk
- 1/4 cup (2 fl oz/60 ml) nonfat milk
- 1/4 teaspoon salt
- 1/4 teaspoon ground black pepper
- 1/4 teaspoon ground mustard
- 1/4 cup (4 oz/125 g) chopped pimientos (sweet peppers)
- 1/4 cup (4 oz/125 g) corn kernels
- 1 tablespoon grated Romano cheese

Preparation: 20 minutes • Cooking: 30 minutes • Serves 4

Bell peppers and corn are excellent sources of vitamin A, and peppers are rich in the antioxidant vitamin C as well. Both vegetables are in season from late spring through early autumn, giving you plenty of opportunity to make this quick meal over and over again.

* Preheat an oven to 350°F (180°C). In a large ovenproof frying pan over medium heat, heat the olive oil. Add the onion and green pepper and cook until tender, about 5 minutes. Add the pimientos, corn and oregano and cook for 5 minutes. Transfer the vegetables into a medium bowl.


* In a large bowl, combine the eggs, egg whites, milk, salt, pepper and mustard and whisk until blended. Add the egg mixture to the vegetable mixture.

In the same frying pan over low heat, pour in the egg-vegetable mixture. Cook, stirring frequently, until the eggs are firm on the bottom and almost set on the top, 8-10 minutes. Sprinkle the cheese on top and bake in the oven until the eggs are set, 5-8 minutes.

To serve, cut into 4 wedges and divide among individual plates.

Nutritional Analysis per Serving

Calories 160 (Kilocalories 670); Total fat 5g; Saturated fat 1g; Protein 10g; Cholesterol 108mg; Carbohydrate 20g; Sodium 537mg; Dietary Fiber 1g; Calories from fat 26%



24/60

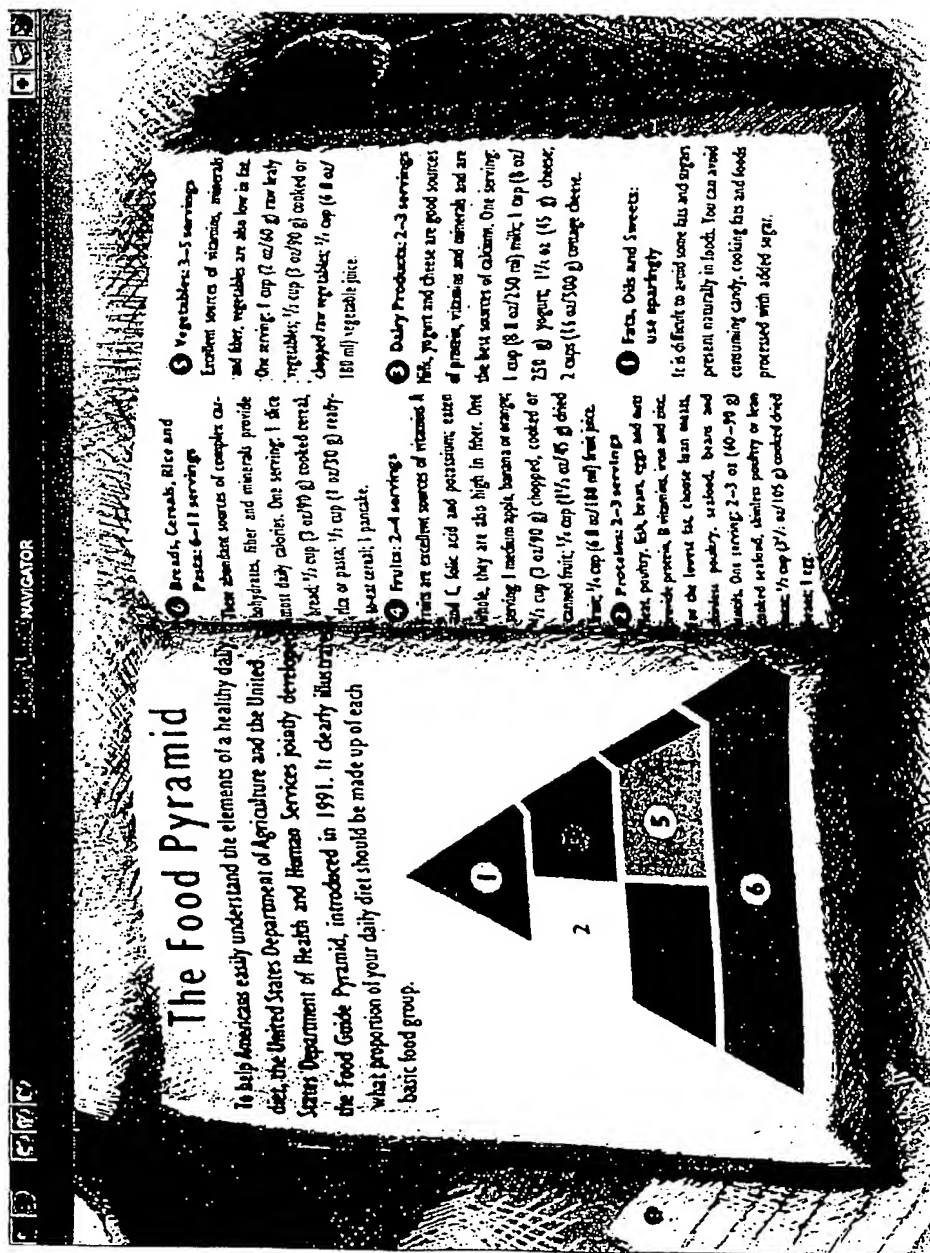
HeartLand 30 Fig 24

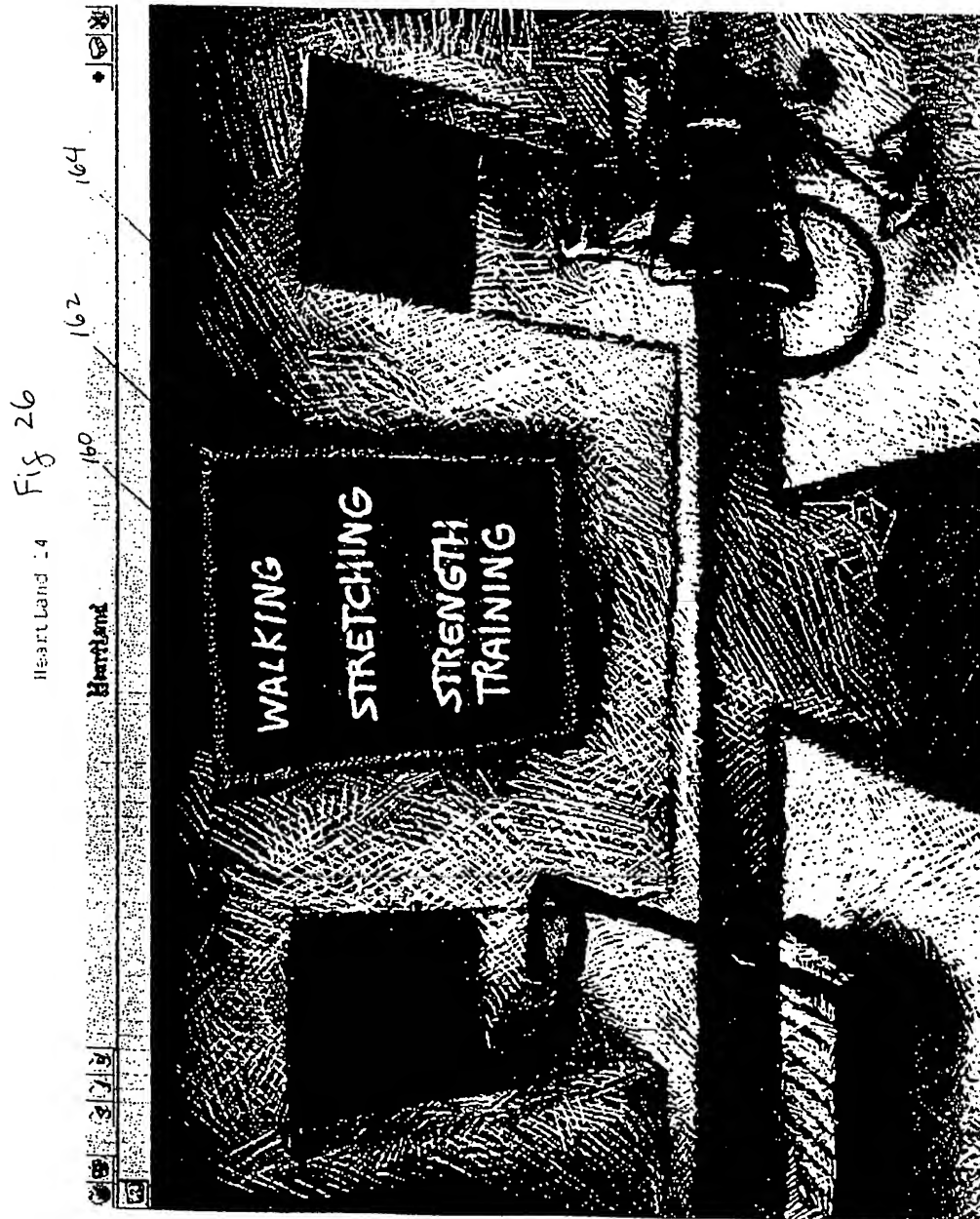
NAVIGATOR

SHOPPING LIST OPRAH'S MENU #7

<u>VEGETABLES</u>	<u>MEATS</u>
2 Artichokes	4 lbs. Boneless Chicken Breast
3 Tomatoes	3/4 lb. Ground Turkey
1/4 lb. Mushrooms	1/2 lb. Filet of Sole
2 Onions	
3 Zucchini	<u>DAIRY</u>
2 Potatoes	1 qt. Low-Fat Cottage Cheese
1/2 lb. Green Beans	1 qt. Non-Fat Yogurt
2 Bell Peppers	1 qt. Non-Fat Milk
2 Heads Lettuce	
<u>FRUITS</u>	<u>OTHER</u>
3 Apples	1 Sour Dough Bread
3 Oranges	1/2 lb. Box Rice
3 Bananas	1 box Oat Meal
1/4 lb. Strawberries	1 box Grape Nuts
1/4 lb. Blueberries	1 box Whole Wheat Spaghetti
1/4 lb. Raspberries	
1 Cantaloupe	
1/2 Watermelon	

HeartLand 27 Fig 25





27/60

Fig 27

Heartland 18

Heartland

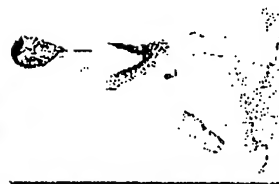
**INNER THIGH,
QUADRICEPS,
AND HIP MUSCLES**



Hip muscles
need to be
stretched to
help avoid
low back
pain.



Quadriceps Stretch
Bring foot back toward gluteals



Standing Lunge
Keep knee in line
with toe



Butterfly
Lean forward gently

Fig 28

Heartland 1b

Heartland



Wall Push-Up
Push your body away
from the wall



Chair Push-Up
Position chair so it won't slide



Knee Push-Up
Keep body straight
from knees to shoulders



Toe Push-Up
Don't arch your back or lift your hips



Reverse Fly
Use shoulder and upper
back muscles to lift weight
to the side and up

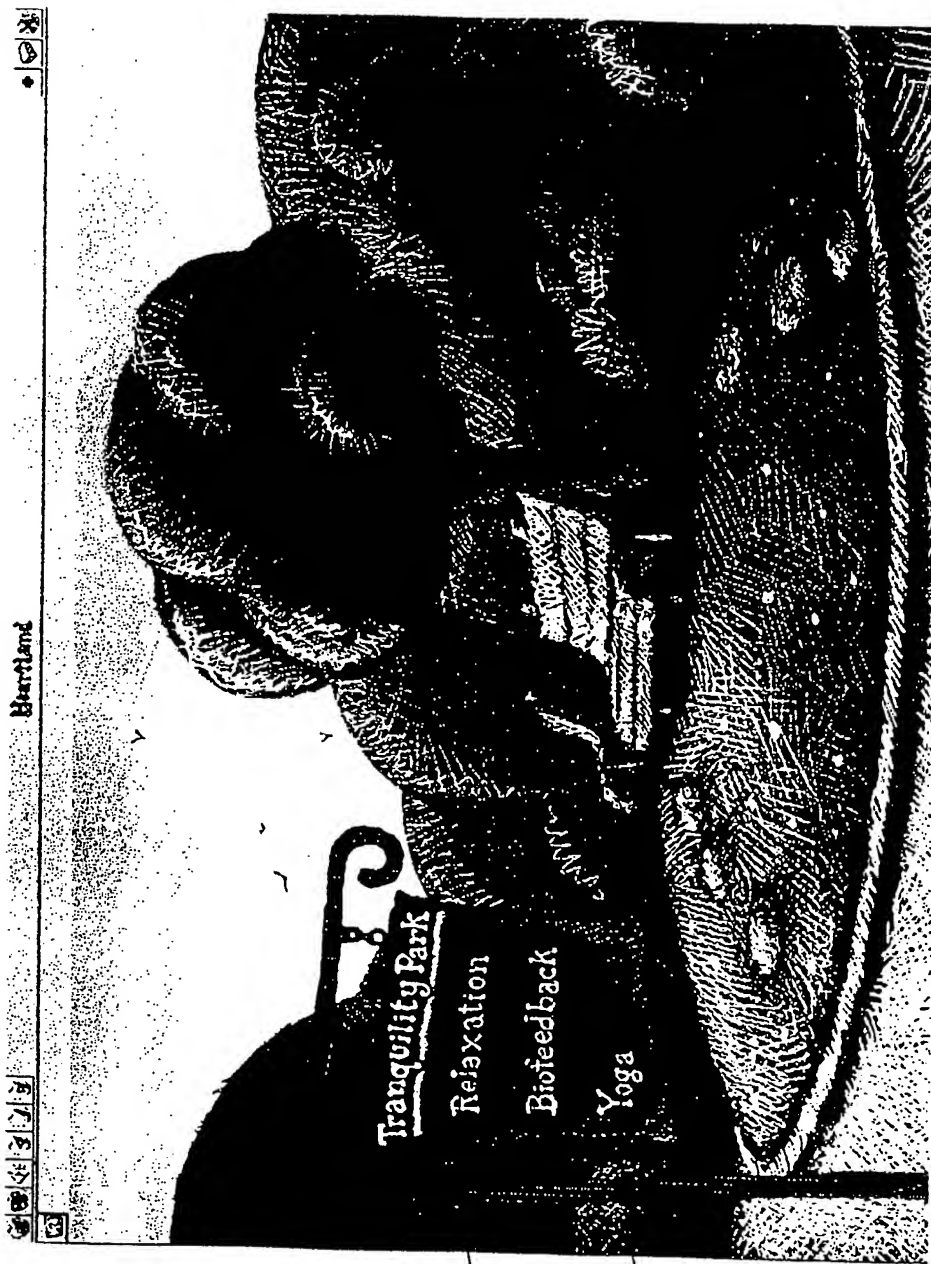


Single Arm Row
Pull weight to shoulders,
then ease to floor

Fig 29

Heartland 19

Heartland



Tranquility Park

Relaxation

Biorefeedback

Yoga

170

172

Fig 30

Heartland 2)

Heartland



Creating Your Sanctuary

One of the first things you should do when you start using creative visualization is to create a sanctuary within yourself where you can go anytime you want to. Your sanctuary is your ideal place of relaxation, tranquility, and safety and you can create it exactly as you want it.

Close your eyes and relax in a comfortable position. Imagine yourself in some beautiful natural environment. It can be anyplace that appeals to you . . . in a meadow, on a mountaintop, in the forest, beside the sea. It could even be under the ocean, or on another planet. Wherever it is, it should feel comfortable, pleasant, and peaceful to you. Explore your environment, noticing the visual details, the sounds and smells, any particular feelings or impressions you get about it.

Now do anything you would like to do to make the place more homelike and comfortable. You might want to build some type of house or shelter there, perhaps just surround the whole area with a golden light of protection and safety. create and arrange things there for your convenience and enjoyment, or do a ritual to establish it as your special place.

From now on this is your own personal inner sanctuary, to which you can return anytime just by closing your eyes and desiring to be there. You will always find it healing and relaxing to be there. It is also a place of special power for you, and you may wish to go there every time you do creative visualization.

You may find that your sanctuary spontaneously changes from time to time, or that you want to make changes and additions to it. You can be very creative in your sanctuary and have a lot of fun there . . . just remember to retain the primary qualities of peacefulness, tranquility, and a feeling of absolute safety.

Fig 31

Heartland 20

Heartland

Final Relaxation

your practice will help you to be more in touch with your body, able to recognize tension and relaxation and thus to bring them under your conscious control. At the end of a session of asanas, you should spend at least ten minutes in Final Relaxation. During this time, you relax each part of the body in turn. But in order to experience relaxation, you must first experience tension. Working up from the feet, as shown below, you first tense and lift each part, then drop (but don't place) it down. Now let your mind travel throughout the body, commanding each part to relax. Let yourself go. Sink deep into the quiet pool of the mind. To bring your consciousness back to your body, gently move your fingers and toes. Take a deep breath and as you exhale, sit up.

Hands and arms Raise your right hand an inch off the floor. Make a fist, tense the arm, then let it drop. Repeat on the other side. Relax.

Feet and legs Lift your right foot just an inch off the floor. Tense the leg, hold, then let it drop. Repeat on the other side.

Buttocks Clench your buttocks lightly together, lift the hips a little way off the floor and hold. Relax and drop them down.

Chest Tense and lift up the back and chest, keeping your hips and head on the floor. Relax and drop them down.

Face Squeeze every muscle in your face up tight, bringing it to a point around the nose. Now open the face wide, stretching

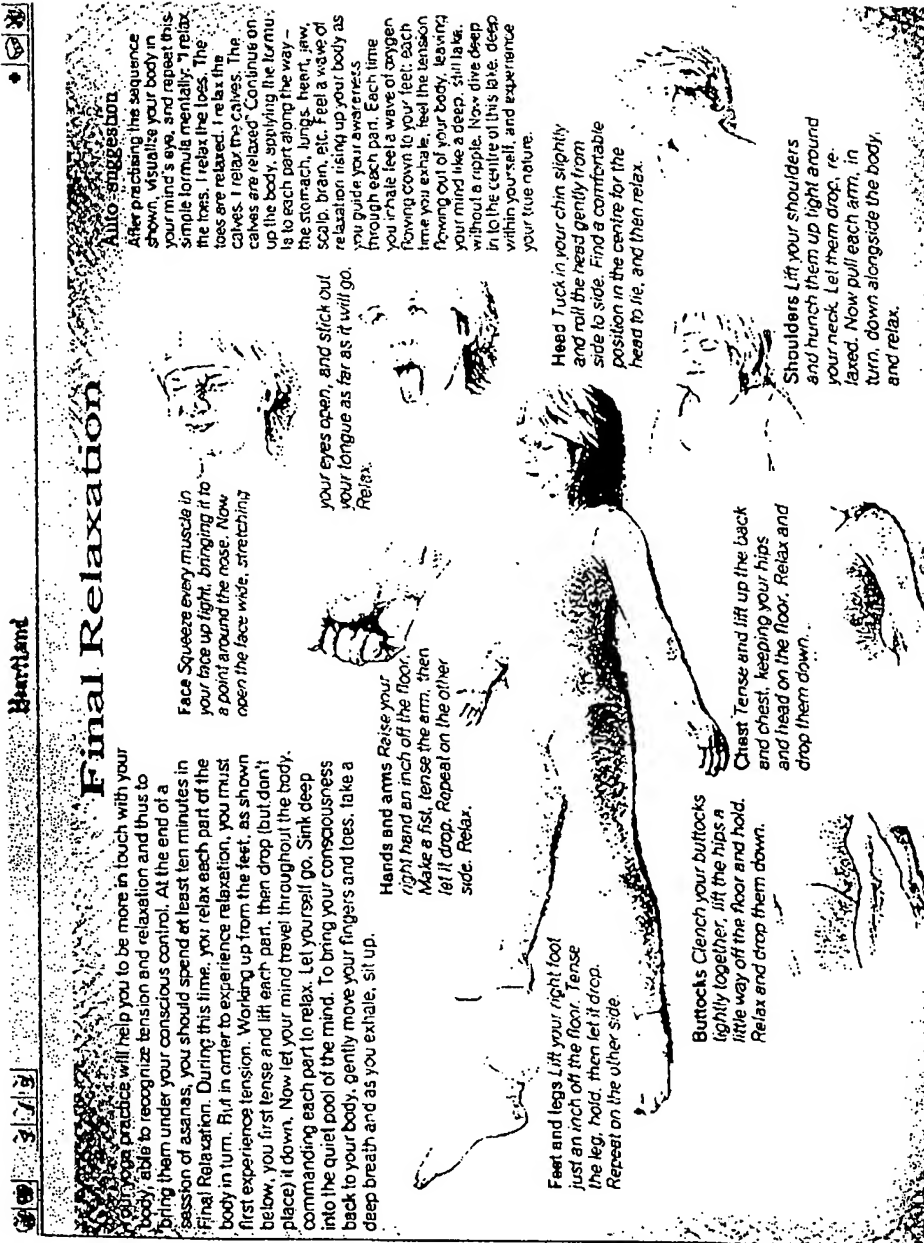
your eyes open, and stick out your tongue as far as it will go. Relax.

Auto-suggestion

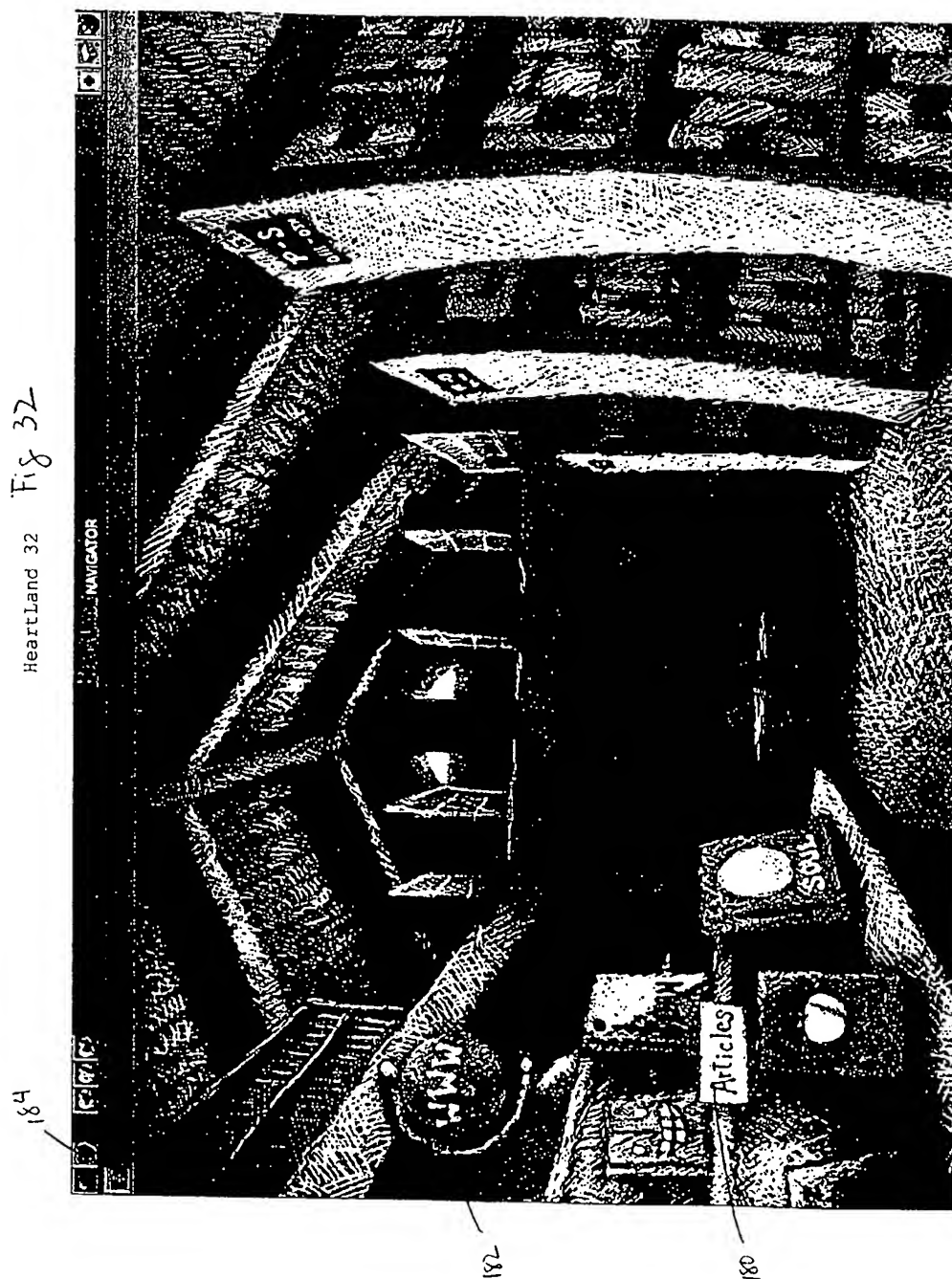
After practicing the sequence shown, visualize your body in your mind's eye, and repeat this simple formula mentally: "I relax the toes. I relax the toes. The toes are relaxed. I relax the calves. I relax the calves. The calves are relaxed." Continue on up the body, supplying the formula to each part along the way - the stomach, lungs, heart, jaw, scalp, brain, etc. Feel a wave of relaxation rising up your body as you guide your awareness through each part. Each time you inhale feel a wave of oxygen flowing down to your feet; each time you exhale, feel the tension flowing out of your body, leaving your mind like a deep, still lake, without a ripple. Now dive deep in to the centre of this lake, deep within yourself, and experience your true nature.

Head Tuck in your chin slightly and roll the head gently from side to side. Find a comfortable position in the centre for the head to lie, and then relax.

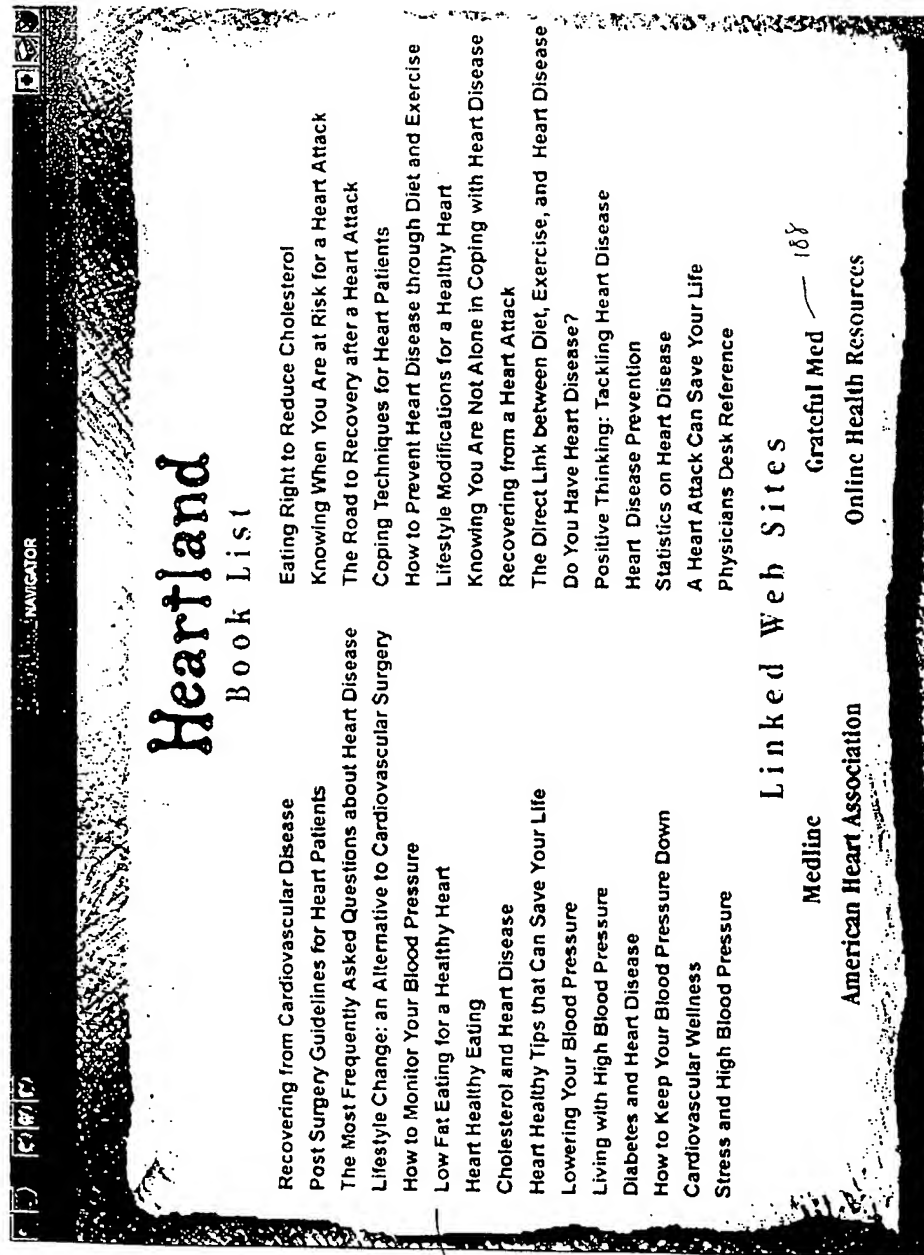
Shoulders Lift your shoulders and hunch them up tight around your neck. Let them drop, relaxed. Now pull each arm, in turn, down alongside the body, and relax.



Heartland 32 Fig 32-



HeartLand 33 Fig 33



HeartLand 34 Fig 34

The screenshot displays the Medscape website with a navigation bar at the top containing links for Home, Search, Register, and Log In. Below the navigation bar, there is a section titled "Today's Question: Which blood tests are indicated for assessment of the unipolar patient? [Answer]" followed by a "Medscape is FREE!" banner. The banner includes a "Register Here" button and a "Members Sign In" link. Below the banner, there is a section titled "MEDSCAPE" with a subtitle "THE ONLINE RESOURCE FOR THE PATIENT CARE". To the right of the banner, there is a "Medical Survey" box with a "Go to Survey" link. Below the banner, there is a section titled "Announcements" with a link to "View 10-99m. Sentinels Video - Search TOYBIE". Below the announcements, there is a section titled "Topics" with a list of links: Patient Info, News, Journals, Search, Exam Room, Reference, and Peer Users. Below the topics, there is a section titled "Newest Articles" with a link to "Medical Moments - The Kindest Cut of All". Below the newest articles, there is a section titled "Medical Practice" with a link to "Also... Diver Out of His Depth... February Headlines... January Vital Signs... Monstrous Obsession...". Below the medical practice, there is a section titled "Women's Health" with a link to "Understanding, Recognizing, and Treating Rett Syndrome". Below the women's health, there is a section titled "Primary" with a link to "Sarajini S. Budden, MD, Oregon Health Sciences University in Portland". Below the primary, there is a section titled "Recognizing and Treating Depression in the Elderly" with a link to "Also... Hepatitis & Smoking... PTSD & Infertility... Gym Case Challenge... Genetic Link...". Below the recognizing and treating depression, there is a section titled "Mark D. Miller MD, Transmitter of Dementia Medical Center".

HeartLand 34 Fig 34

Today's Question: Which blood tests are indicated for assessment of the unipolar patient? [Answer]

Medscape is FREE!
 Register Here
 Members Sign In
 THE ONLINE RESOURCE FOR THE PATIENT CARE

Medical Survey
 Go to Survey

Announcements:
 View 10-99m. Sentinels Video - Search TOYBIE
 Case - Screening Mammography Survey

Topics
 Patient Info / News / Journals / Search / Exam Room / Reference / Peer Users

Newest Articles
 Medical Moments - The Kindest Cut of All
 Also... Diver Out of His Depth... February Headlines... January Vital Signs... Monstrous Obsession...

Medical Practice
 Understanding, Recognizing, and Treating Rett Syndrome
 Sarajini S. Budden, MD, Oregon Health Sciences University in Portland
 Also... Hepatitis & Smoking... PTSD & Infertility... Gym Case Challenge... Genetic Link...

Women's Health
 Recognizing and Treating Depression in the Elderly
 Mark D. Miller MD, Transmitter of Dementia Medical Center

Primary

35/60

HeartLand 35 Fig 35



DETERMINING YOUR TARGET HEART RATE ZONE

1. Take your pulse on your neck or wrist.
2. Subtract your age from 220.

Maximum heart rate	220	
	- 40 Sample Age	
	<u>180</u>	
3. Multiply maximum heart rate by .55

Lower heart rate limit	x .55	
	<u>99</u>	
4. Multiply maximum heart rate by .85

Upper heart rate limit	180	
	x .85	
	<u>153</u>	
5. Your target heart rate zone is defined by lower and upper heart rate limits.

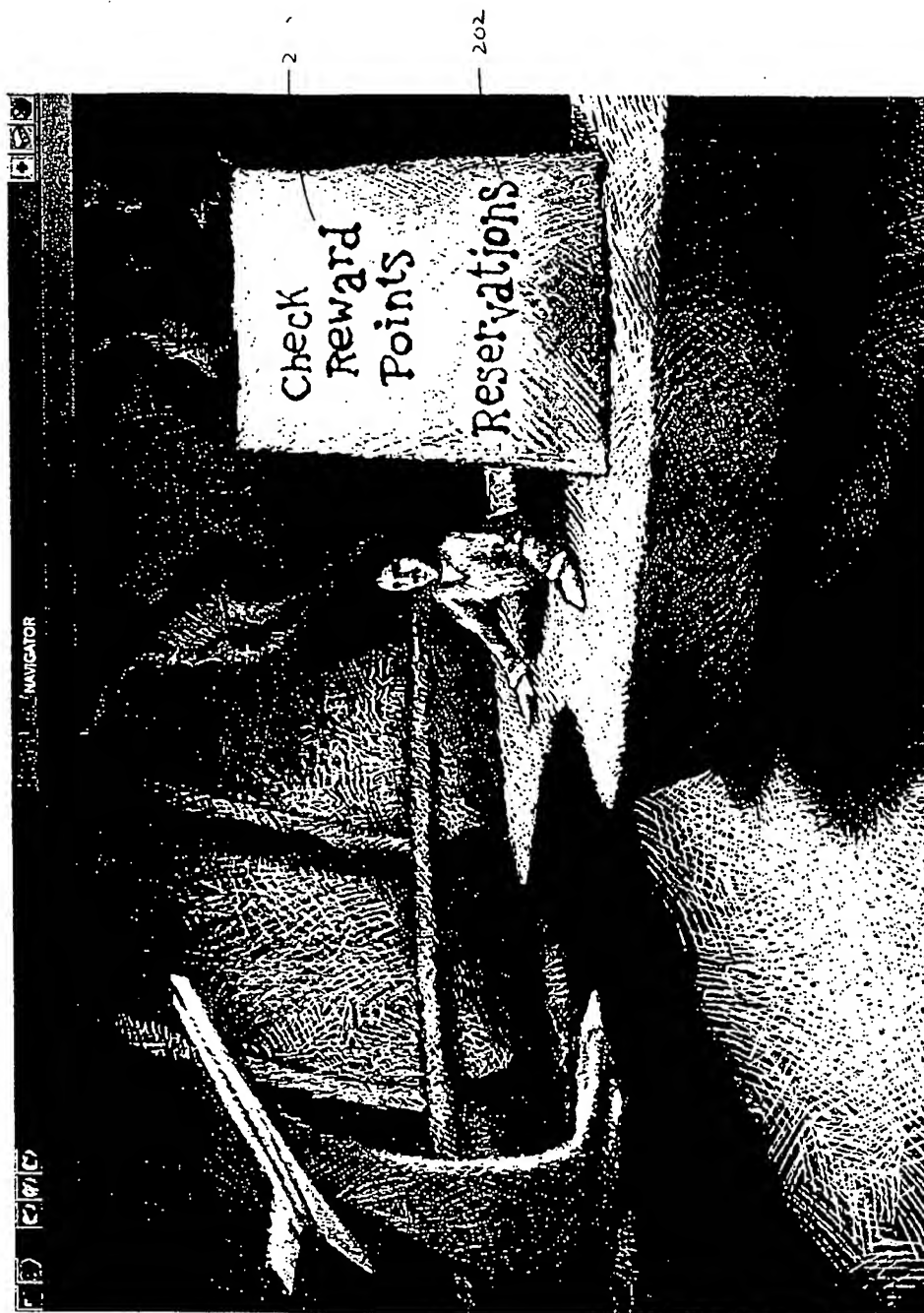
TO SEE IF YOU ARE IN YOUR TARGET HEART RATE ZONE

Take your pulse for :10 seconds
and multiply that number by six.

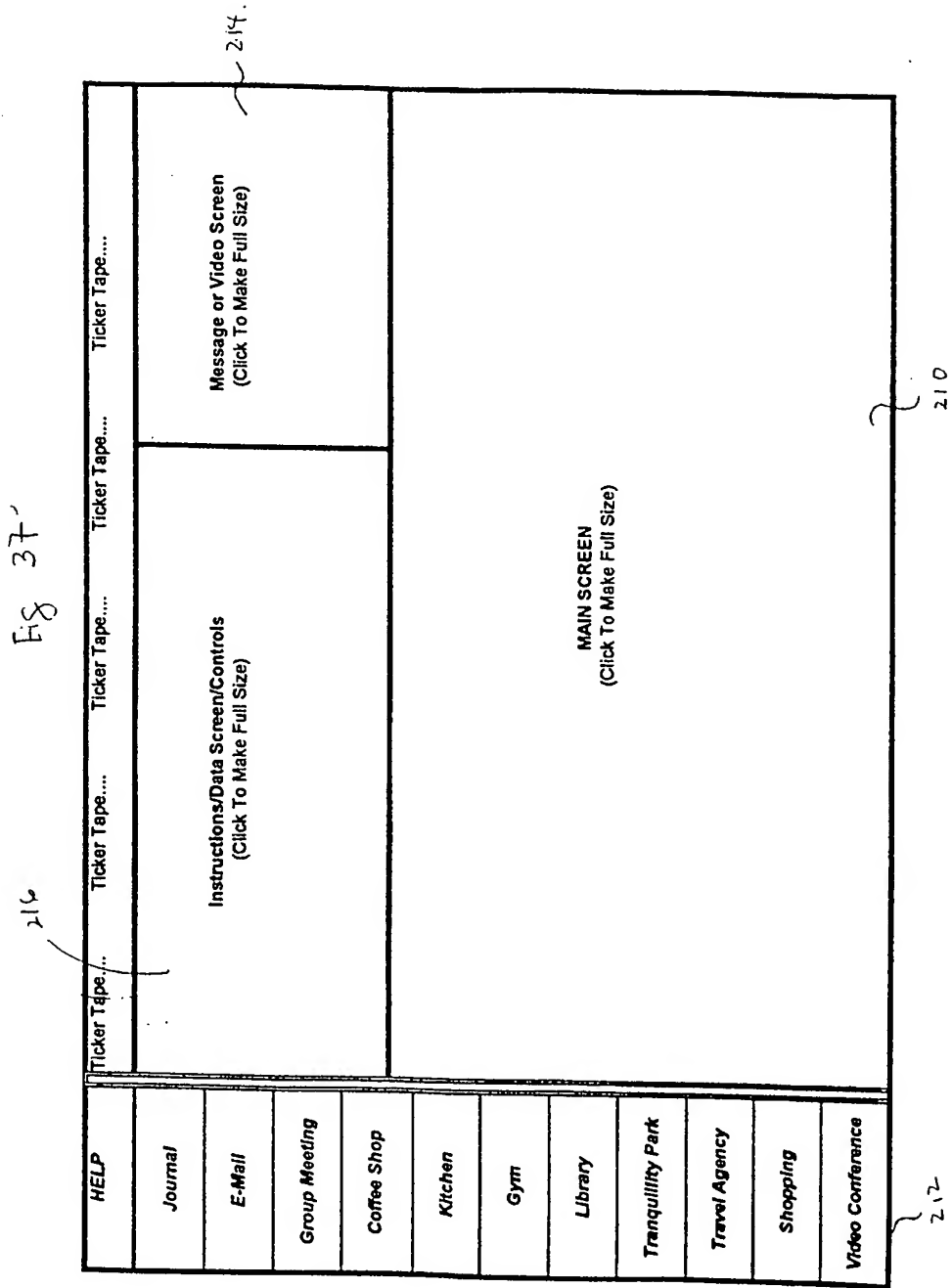
This should be in your
Target Heart Rate Zone.

36/60

Heartland 47 Fig 36



37/60



38/60

Fig 38

HeartLand 66

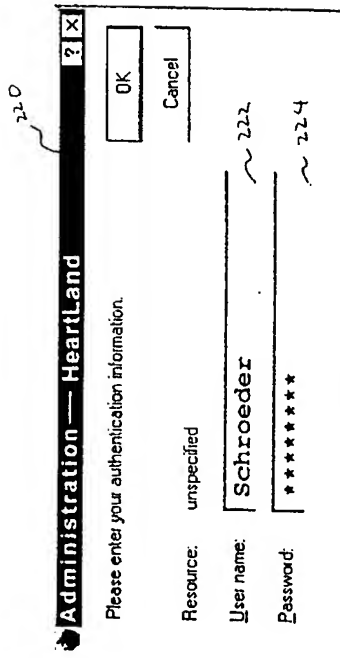
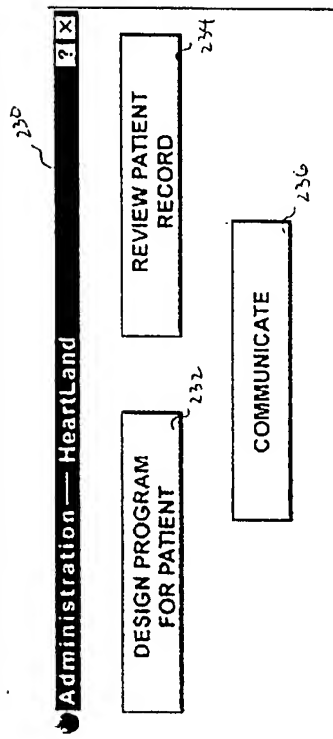


Fig 39

Heartland 79



40/60

Heartland 72 Fig 40

Heartland Case Management Review

Administration — Heartland

File Edit View Insert Format Tools Table Window Help

VC PP Payor/Employer Provider/Case

MAIN MENU BACK BEHAVIOR RECOMMEND

HINT: CLICK ON CATEGORY SEE DETAIL

276

Chosen case for review: Fred Smith Date: 3/10/98

Heartland I.D. #: 23-642 Social Security #: 213-48-3947 244

Subscriber since: 1/20/98 Total weeks on Heartland program: 246

258 260 262 264 266 268 270 272

Fred Smith, 48 years, anterior M.I./1/6/98 Risk Factors: Hypertension, smoker, lack of exercise, elevated LDL cholesterol

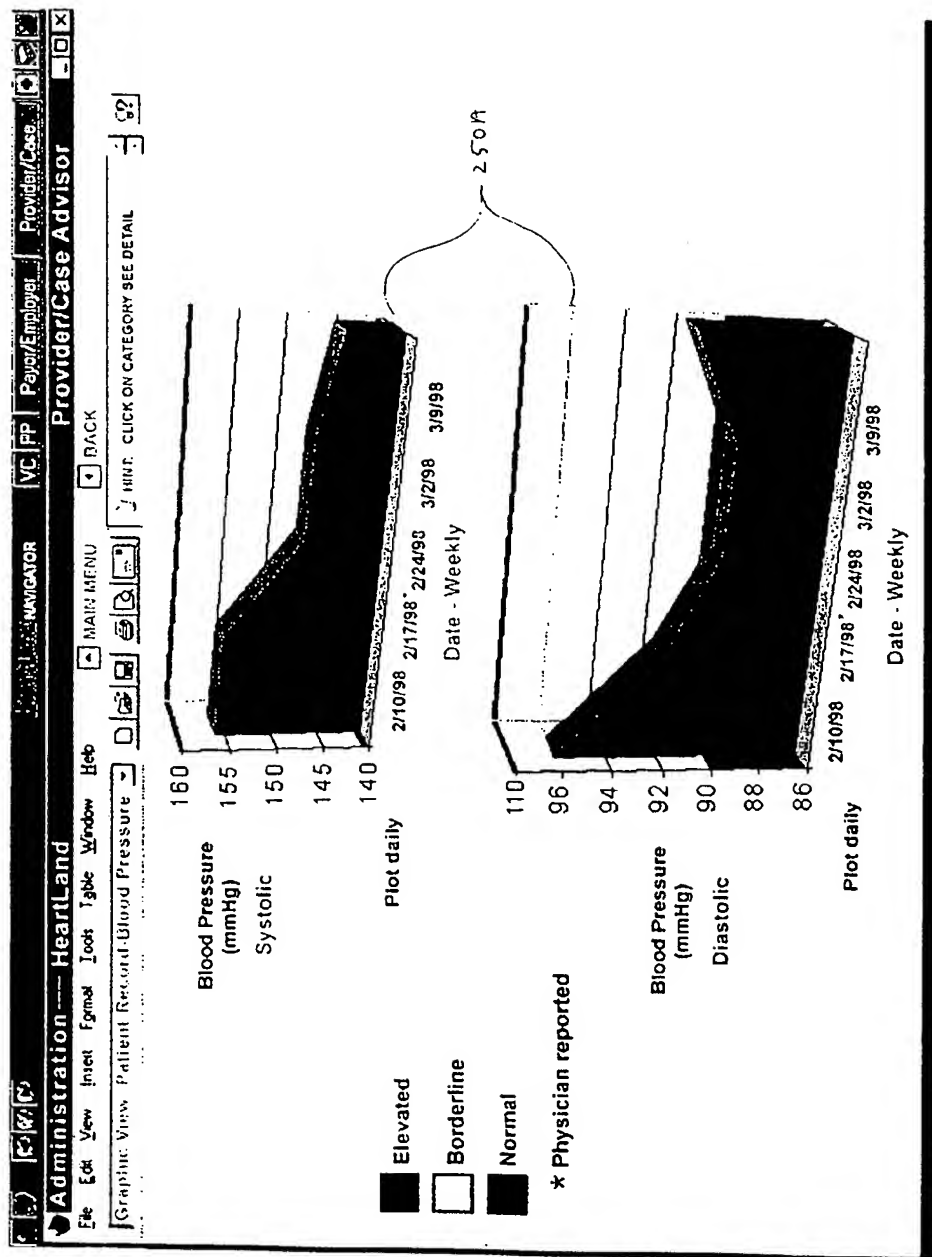
DATE (1/20/98)	2/10/98	2/17/98	2/24/98	3/2/98	3/9/98	GOALS
HBP (160/98 mmHG)	156/96	156/92	148/90	148/90	146/92	B.P. < 140/90 mmHG
Cigarettes/day (20)	15	10	0	0	0	Complete Smoking Cessation
Physical Activity minutes/wk (RPE)	0/0/0	20/3/3	30/4/3	35/4/3.5	35/4/4	45 mins walking / 7 days week / 6
Resting H.R. 88	79	68	69	67	67	
Weight baseline (180 lbs.)	179 lbs.	178 lbs.	176 lbs.	176 lbs.	172 lbs.	WEIGHT: 170 BMI: 25.00
Stress level (8) (weekly average)	7.0	7.2	6.9	6.1	6.9	3.5 (10=MAX)
Aspirin 325 mg/day (missed dose/wk)	1	2	1	1	1	Compliant use of Medications
Hydrochlorothiazide 12.5 mg. daily (missed dose/wk)	1	1	0	0	0	
Loxastatin 20 mg/day (missed dose/wk)	1	1	0	0	0	
Calories avg / day	3,600	3,300	3,300	3,100	3,100	
Fat Calories %	45%	45%	45%	45%	45%	
Cholesterol - LDL	142 mg/dl	140 mg/dl	140 mg/dl	125 mg/dl	125 mg/dl	2,800 cal / day 15% fat calories
Cholesterol - HDL	36 mg/dl	37 mg/dl	37 mg/dl	39 mg/dl	39 mg/dl	100 mg/dl
Cholesterol	246	225	225	210	210	45 mg/dl 190

256

258

41/60

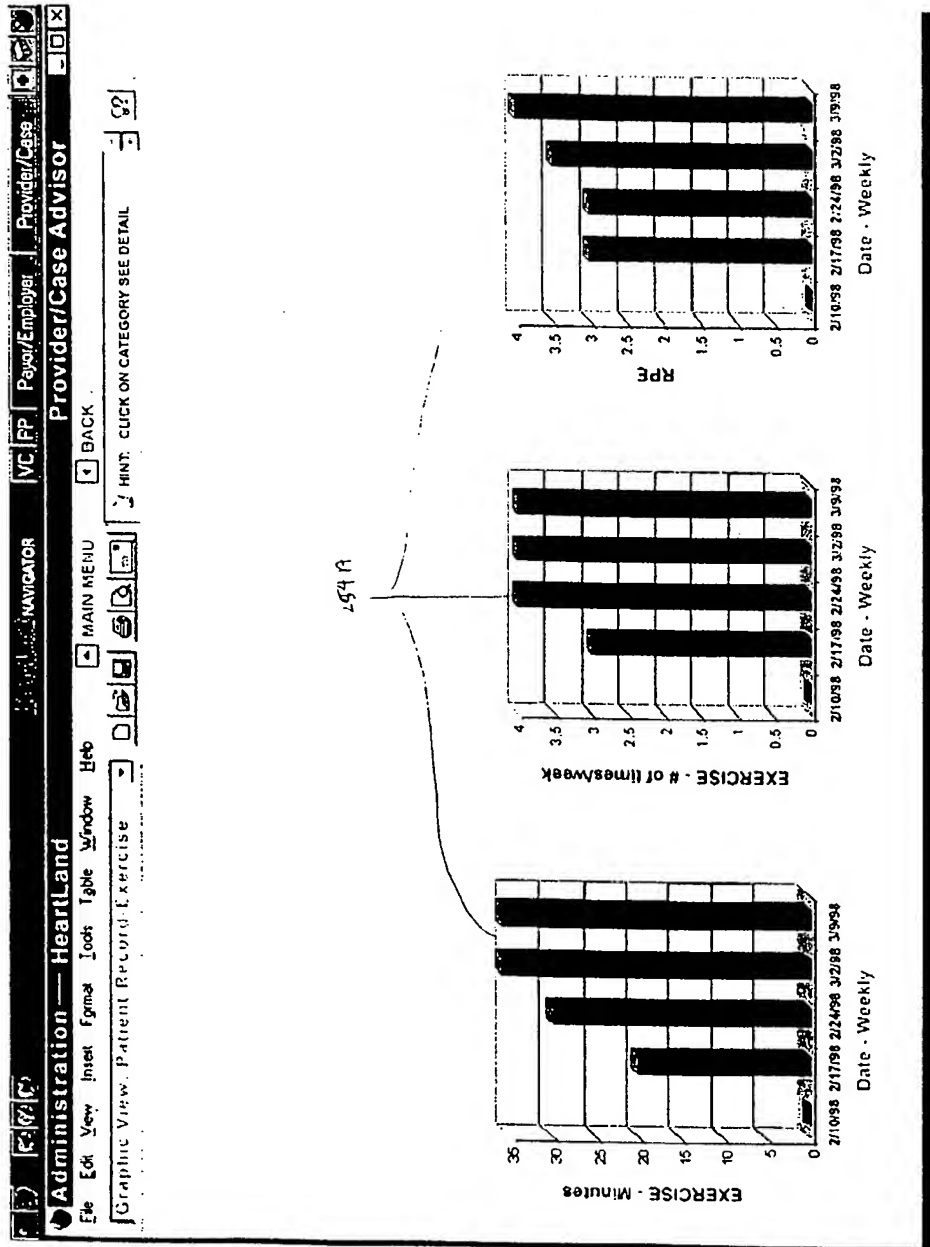
HeartLand 75 Fig 41



42/60

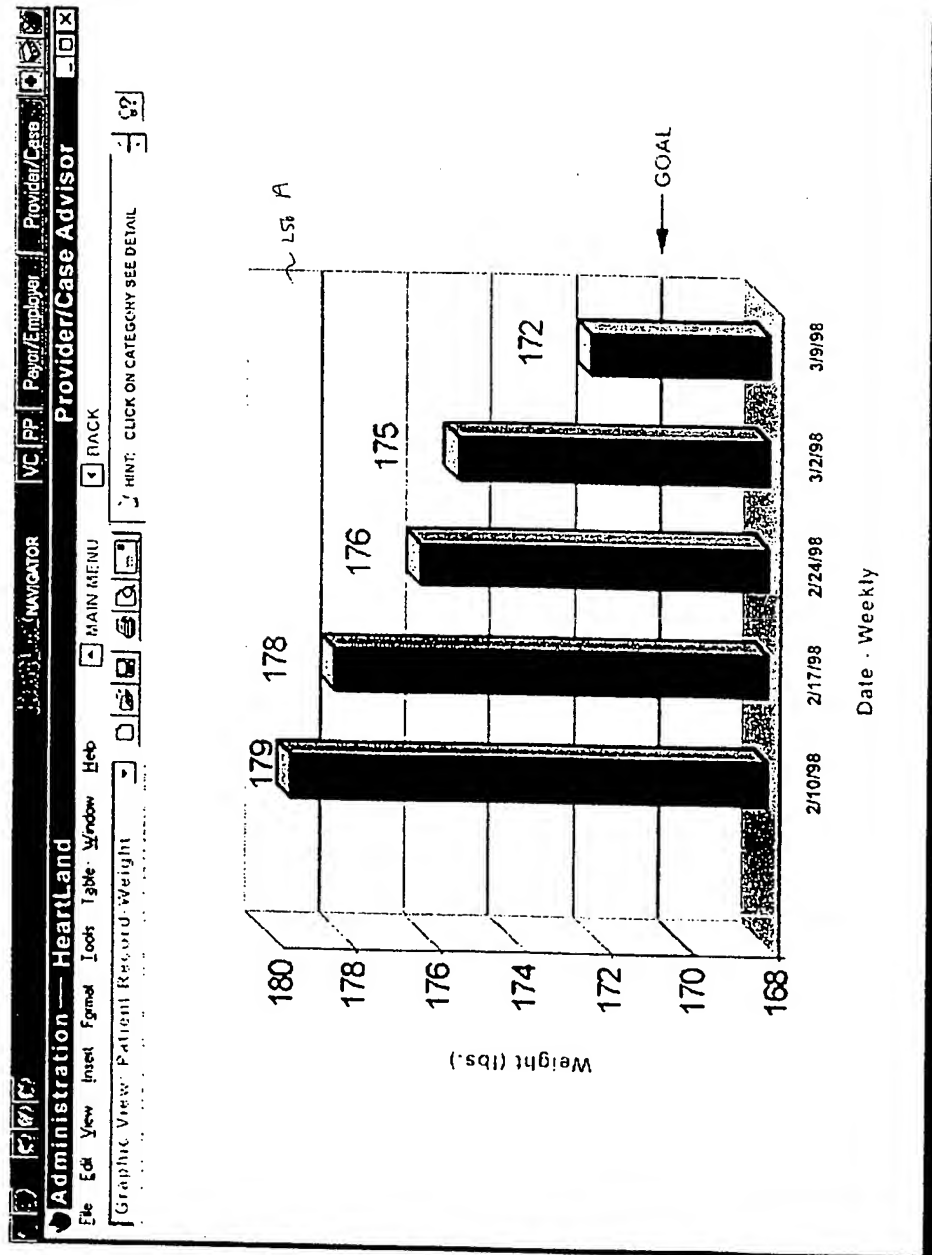
Fig 42

HeartLand 78



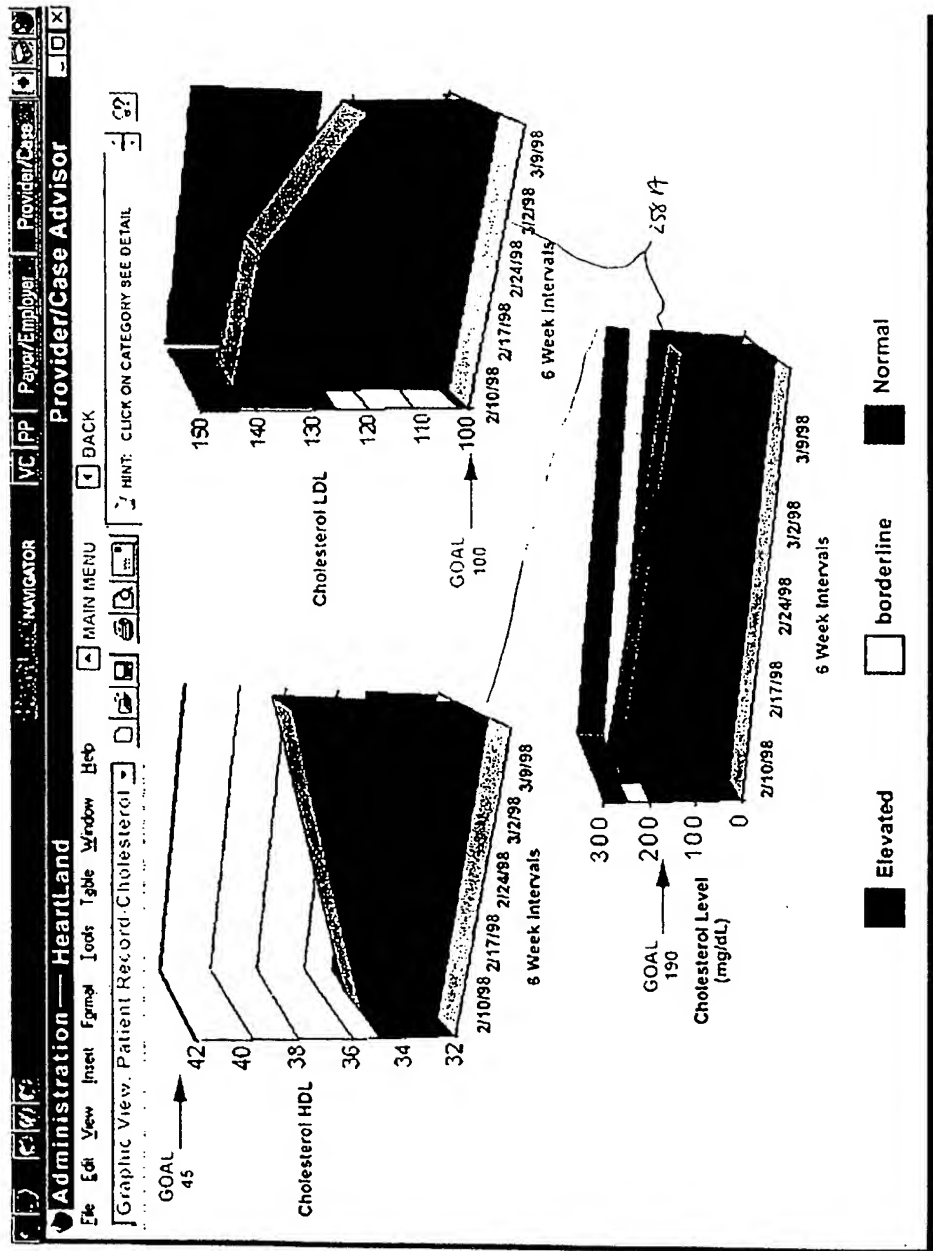
43/60

Fig 43




44/60

Heartland 77 Fig 44



HeartLand		Provider/Case Advisor	
Administration — HeartLand		VC PP Payor/Employer Provider/Case	
File Edit View Insert Format Tools Table Window Help		MAIN MENU BACK	
HeartLand Behavioral Change Assessment		HINT: CLICK ON CATEGORY SEE DETAIL	



BEHAVIORAL CHANGE ASSESSMENT / Fred Smith

	2/10/98	3/25/98	Goal
Behavioral Intention	2	3	4
Self Efficacy	3	3	4
Social Support	2	3	4
TOTAL	7	9	12

NOTE: Change Assessment Scored as follows:

Behavioral Intention 1 No intention to change 2 Considering change 3 Committed to change 4 Strongly committed to change	Self-Efficacy 1 No confidence in ability to change 2 Little confidence in ability to change 3 Confidence in ability to change 4 Certain of ability to change	Social Support 1 Co-workers, friends and family sabotage efforts to change 2 Co-workers, friends and family are apathetic to change 3 Co-workers, friends and family are helpful and co-operative 4 Co-workers, friends and family are willing to change also
--	---	--

46/60

HeartLand '94 118 46

HeartLand '94 118 46

Administration — HeartLand

File Edit View Insert Format Tools Table Window Help

NAVIGATOR

VC PP Payor/Employer Provider/Case

Provider/Case Advisor

BACK

HINT: CLICK ON CATEGORY SEE DETAIL

HeartLand Recommendations

HEARTLAND PATIENT: Fred Smith

PATIENT NUMBER: 23-642

DATE: 3/10/98

TOTAL AVERAGE DAILY CALORIES: 3,100

TOTAL DAILY CALORIES FROM FAT: 465 (15%)

INCREASE EXERCISE TO: 45 minutes

INCREASE RPE TO: Level 5

see the Village Gym for suggestions and preferences

FREQUENCY AND DURATION OF STRESS REDUCTION EXERCISES: 45 minutes per sessions at least 5x/week

328

ATTEND GROUP SUPPORT SESSIONS: 4 times/week

CASE ADVISORY REVIEW: 4x/mo. 2x/mo. 1x/mo.

NEXT PHYSICIAN VISIT DUE: 5/25/97

330

332

334

Good support group attendance

326

OTHER: Diet Exercise Stress Support

Accepting

Editing

Communications

- Remain cigarette free!
- Remember to use your seatbelt!
- Remember back and flexibility exercises!

HeartLand 80 Fig. 47

Administration — HeartLand

File Edit View Insert Format Tools Window Help

VC [FP] Payroll/Employment Provider/Care

Provider/Case Advisor

BACK

Heartland Case Advisory System

HINT: CLICK ON CATEGORY SEE DETAIL

HeartLand and Communications Center

Sending Messages to...

☒ Subscriber ☒ Auto File

☐ Responsible Physician

☐ Other

Select Type of Message

☒ Audio E-Mail CC: ☒ Resp. Physician

☐ Text E-Mail ☐ Subscriber

☐ FAX ☐ Other

BCC: ☐ Other

Type Text Message here:

Record Message here:

▶ ⏮ ⏪ ⏩ ⏭ ⏴ ⏵ ⏶ ⏷ ⏸ ⏹ ⏺

Heartland Recommendations for: Fred Smith

Date: 3/10/98

- INCREASE EXERCISE TO: 45 minutes
- INCREASE RPE TO: Level 5

see the Village Gym for suggestions and preferences

- INDICATE TO PHYSICIAN BLOOD PRESSURE IN YELLOW ZONE AT: 145/92
- CHOOSE REWARD FROM: Village Mall
For 30 Smoke Free Days
- Good support group attendance

OTHER:

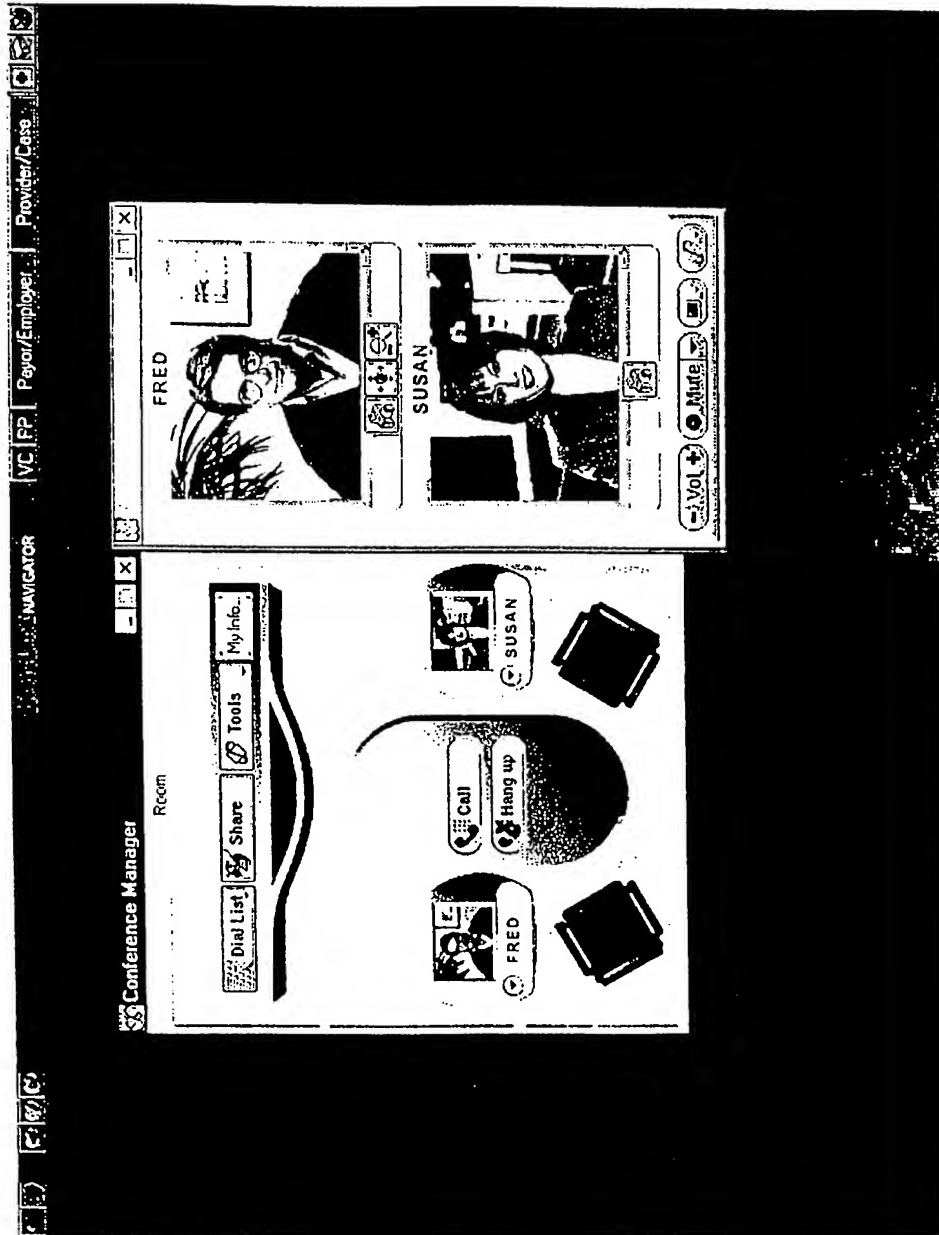
Diet
Exercise
Stress
Support

Best Wishes,
Susan , your case advisor

48/60

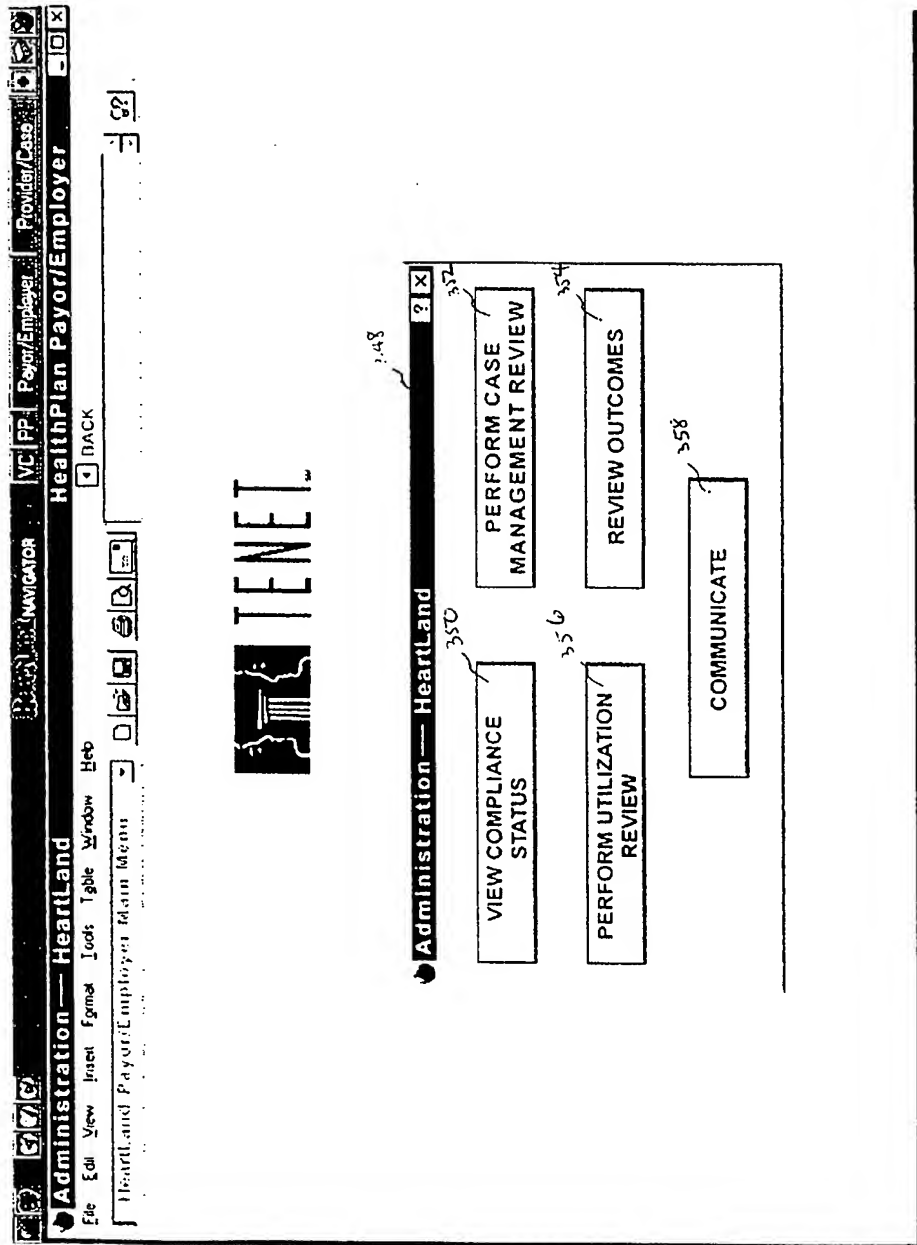
Fig 48

Heartland 49



49/60

Heartland v1
Figure 9



50/60

HeartLand 52 Fig 50

HeartLand 52 Fig 50

HeartLand Compliance Status

Administration — HeartLand

File Edit View Insert Format Tools Table Window Help

NAVIGATOR VC JPP Payor/Employer Provider/Case

HealthPlan Payor/Employer

MAIN MENU BACK VIEW COMPARATIVE COSTS ~ 362

HINT: CLICK ON CATEGORY SEE DETAIL

Report Date: July 31, 1998

Time Period: Last 12 months

Category	Description	Total Eligible	Participating		Compliant		Probation		Terminated	
			No. eligible	Pct. eligible	No.	Pct.	No.	Pct.	No.	Pct.
Category I	Current-Year MI Survivors	1,009	105	10.4%	87	82.9%	13	12.4%	5	4.8%
Category II	Current-Year Bypass & Angioplasty	733	76	10.4%	59	77.6%	10	13.2%	7	9.2%
Category III	Current-Year Diagnosed CAD, Surgery Rec	740	71	9.6%	63	88.7%	5	7.0%	3	4.2%
Category IV	All Diagnosed Angina	6,726	708	10.5%	553	78.1%	84	11.9%	71	10.0%
Category V	Prior-Years' MI & Post-Surgical - High Risk	2,183	680	31.1%	585	86.0%	38	5.6%	57	8.4%
Category VI	Prior-Years' MI & Post-Surgical - Low Risk	6,547	227	3.5%	187	82.4%	22	9.7%	18	7.9%
Category VII	(2 or more factors)	75,826	3,191	4.2%	2,765	86.6%	148	4.6%	278	8.7%
Category VIII	Wellness Program	125,714	7,920	6.3%	6,267	79.1%	1,359	17.2%	294	3.7%
Grand Totals & Percent Averages			12,978		10,566	81.4%	1,679	12.9%	733	5.6%

52/60

Fig 52

HeartLand 55

HeartLand 55

Administration — HeartLand

File Edit View Insert Format Tools Table Window Help

HeartLand Case Review

NAVIGATOR VC | PP | Payor/Employer | Provider/Case

HealthPlan Payor/Employer

MAIN MENU BACK

HINT: CLICK ON CATEGORY SEE DETAIL

390

Administration — HeartLand

The patient you have chosen for review

☒ HAS
☐ HAS NOT

signed a limited waiver of confidentiality.
The following information reflects this choice.

CONTINUE... 392

53/60

HeartLand 56 Fig 53 400

Administration - HeartLand

File Edit View Insert Format Tools Table Window Help

HeartLand Case Management Review

NAVIGATOR

VC PP Payor/Employer Provider/Case

HealthPlan Payor/Employer

PACK REVIEW COSTS REVIEW MEDICAL ACTIVITY

HINT: CLICK ON CATEGORY SEE DETAIL

Chosen case for review: Fred Smith

Heartland I.D. #: 23-642

Subscriber since: 1/20/98

Date: 3/10/98

Social Security #: 213-48-3947

Total weeks on Heartland program: 3

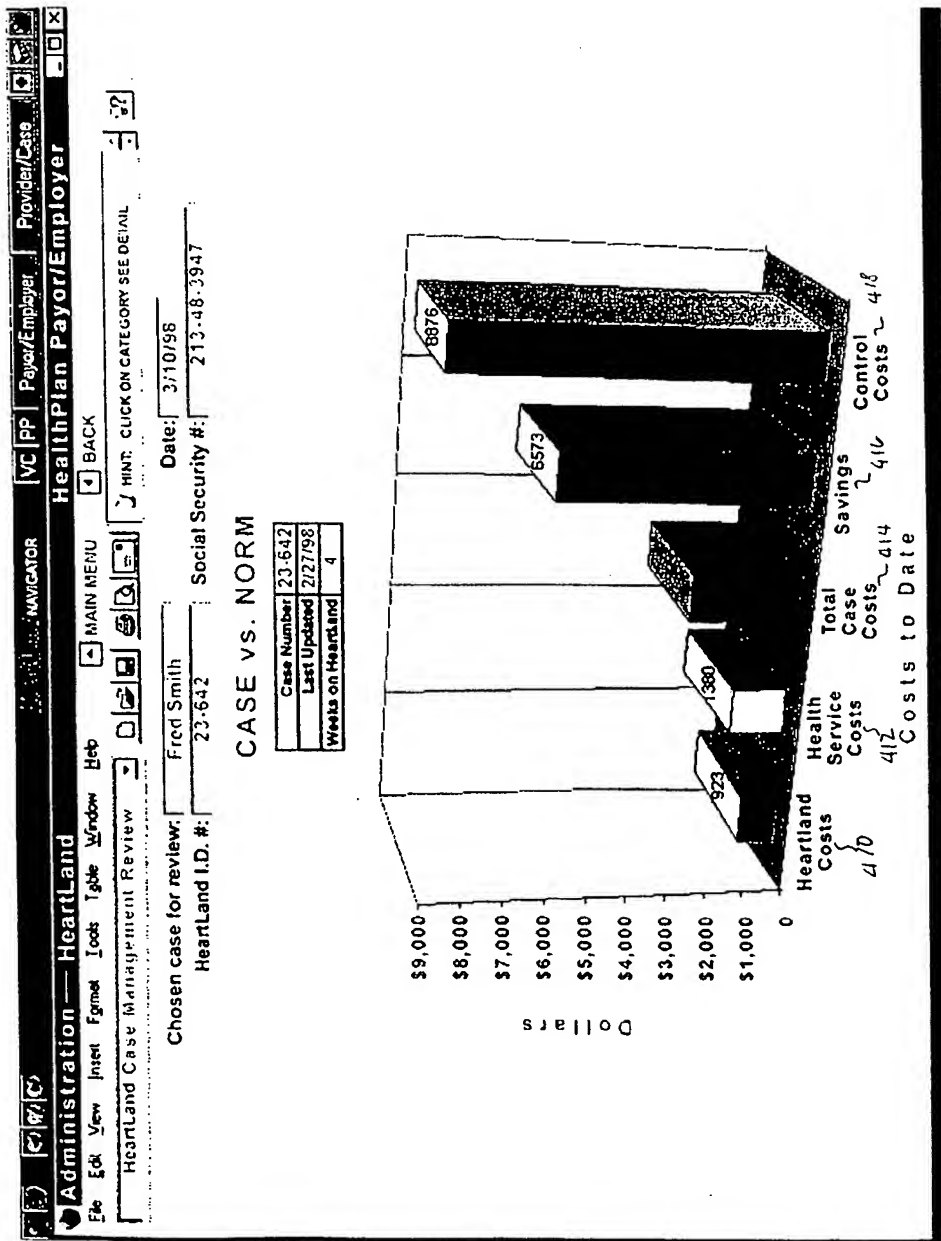
Fred Smith: 48 years, anterior M.I. 1/6/98 Risk Factors: Hypertension, smoker, lack of exercise, elevated LDL cholesterol

DATE TIME (1/20/98)	2/10/98	2/17/98	2/24/98	3/2/98	3/9/98	G O A L S
HBP (160/90 mmHG)	156/96	156/92	148/90	148/90	146/92	B.P. < 140/90 mmHG
Cigarettes/day (20)	16	10	0	0	0	Complete Smoking Cessation
Physical Activity minutes/week/RPE	0/0/0	20/3/3	30/4/3	35/4/3.5	35/4/4	45 mins walking 17 days week / 5
Resting H.R. 88	79	68	69	67	67	
Weight baseline (180 lbs.)	179 lbs.	178 lbs.	176 lbs.	176 lbs.	172 lbs.	WEIGHT: 170 BMI: 25.00
Stress level (8) (weekly average)	7.0	7.2	6.9	6.1	6.9	3.5 (10=MAX)
Aspirin 325 mg/day (missed dose/wk)	1	2	1	1	1	Compliant use of Medications
Hydrochlorothiazide 12.5 mg daily (missed dose/wk)	1	1	0	0	0	
Lovastatin 20 mg/day (missed dose/wk)	1	1	0	0	0	
Calories avg / day	3,800		3,300		3,100	
Fat Calories %	45%		45%		20%	
Cholesterol - LDL	142 mg/dl		140 mg/dl		125 mg/dl	2,800 cal / day 15% fat calories
Cholesterol - HDL	35 mg/dl		37 mg/dl		39 mg/dl	100 mg/dl
Cholesterol	246		225		210	45 mg/dl 190

54/60

Fig 54

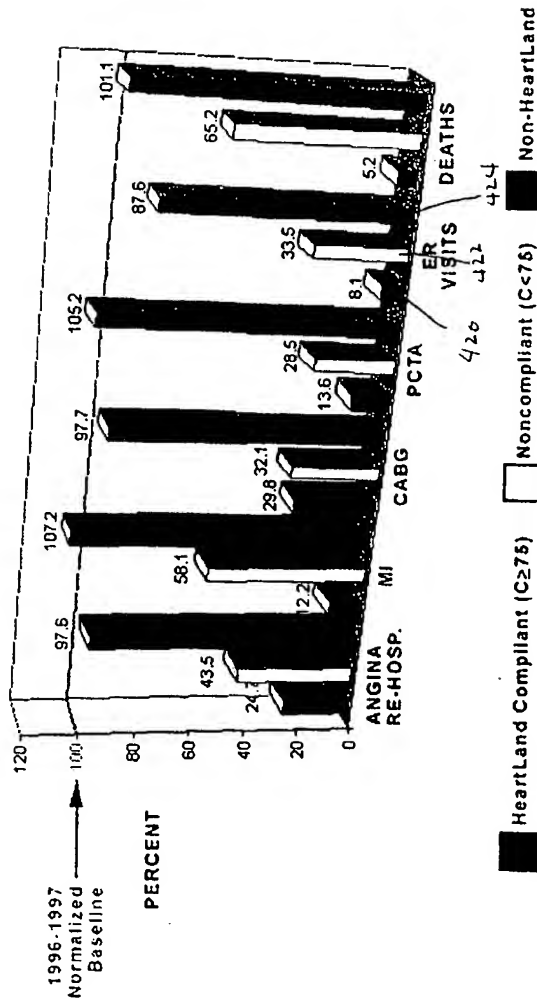
HeartLand 60



HeartLand 62 Fig 55

One Year HeartLand Outcomes Report

Report Date: 3/25/99



56/60

HeartLand 65 Fig 56

HeartLand 65 Fig 56

Administration — HeartLand

File Edit View Insert Format Tools Table Window Help

HeartLand Utilization Review

MAIN MENU BACK REVIEW MORE GROUPS ATTACHMENTS

VC PP Payer/Employer Provider/Case

HealthPlan Payor/Employer

HINT: CLICK ON CATEGORY SEE DETAIL

Utilization Review

Target: 23%

Group or Facility	ID No.	Specialty	YTD CAD Cases	Percent referred to Heartland	Percent Heartland vs. norm
Central Valley IPA	8224	Primary	28	22.90%	-0.10%
Baywatch Phys & Sur	9732	Cardio	127	18.70%	-6.30%
Fulton Cty. Cardiolog.	5376	Cardio	89	24.50%	1.50%
Care Fndn of Clovis	8479	Primary	52	23.50%	0.50%
Riverside Primary Care	6745	Primary	77	18.80%	-4.20%

57/60

Fig 57

HeartLand 64

HeartLand 64

Administration — HeartLand

File Edit View Insert Format Tools Table Window Help

HeartLand Utilization Review

VC | PP | Payor/Employer | Provider/Case

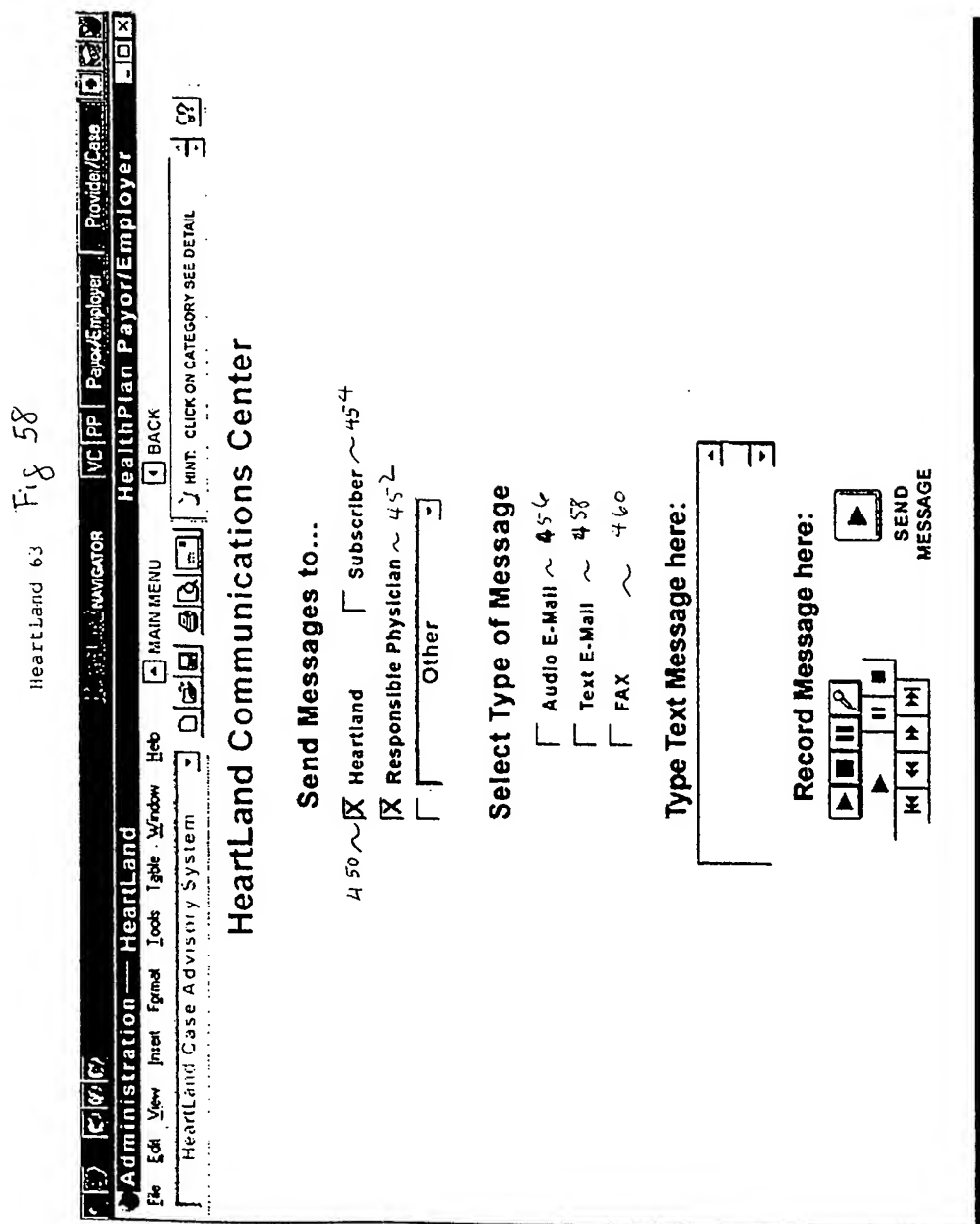
HealthPlan Payor/Employer

MAIN MENU BACK REVIEW MORE PHYSICIANS

HINT: CLICK ON CATEGORY SEE DETAIL

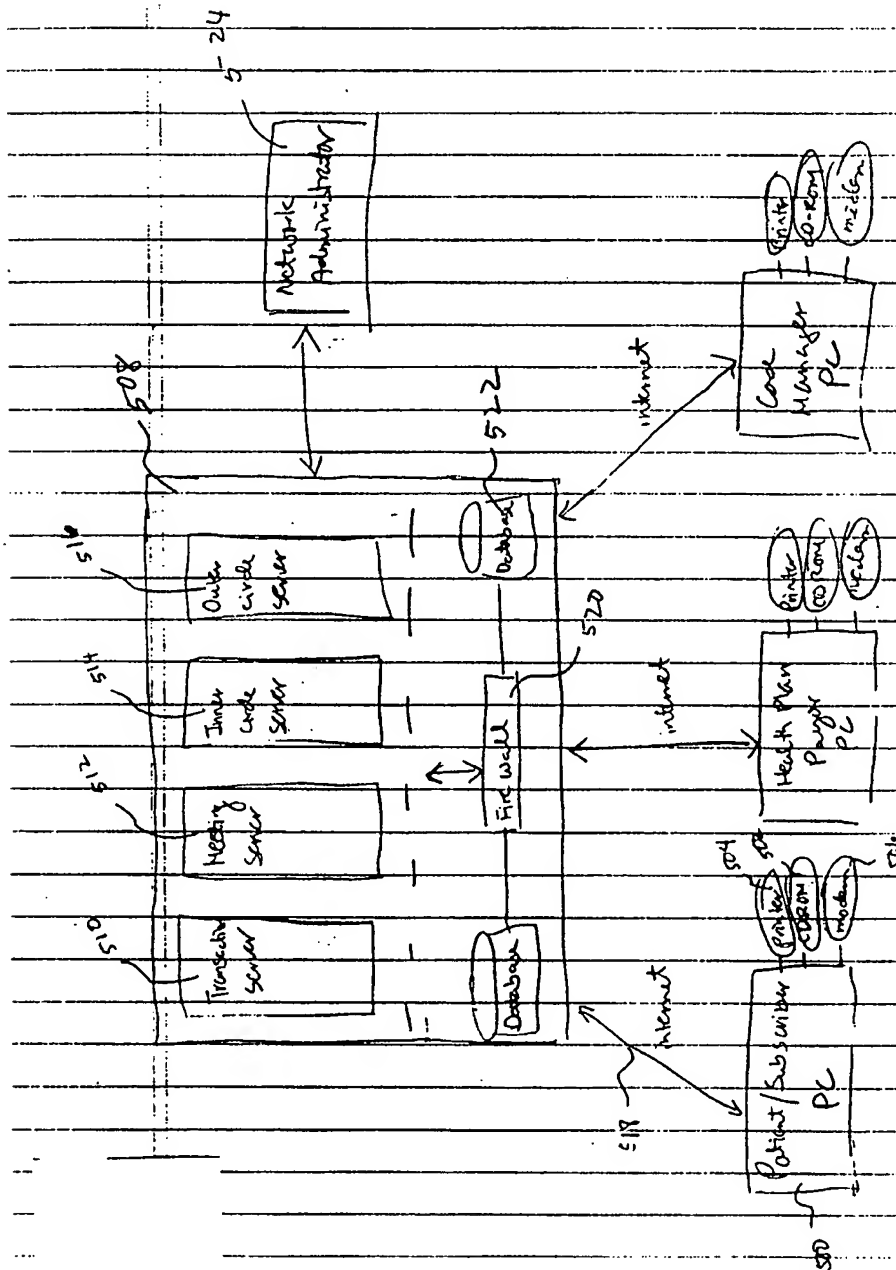
Perform Healthplan Utilization Review

Physician	ID No.	Specialty	YTD CAD Cases	YTD norm is 17.3%	Percent Heartland vs. norm
Moeller, J	66537	Cardio	30	15.6%	-2.2%
King, S	29873	Cardio	38	32.6%	+1.4%
Carvell, C	89721	Primary	16	12.0%	-4.3%
Richards, B	52983	Primary	42	18.7%	+1.4%



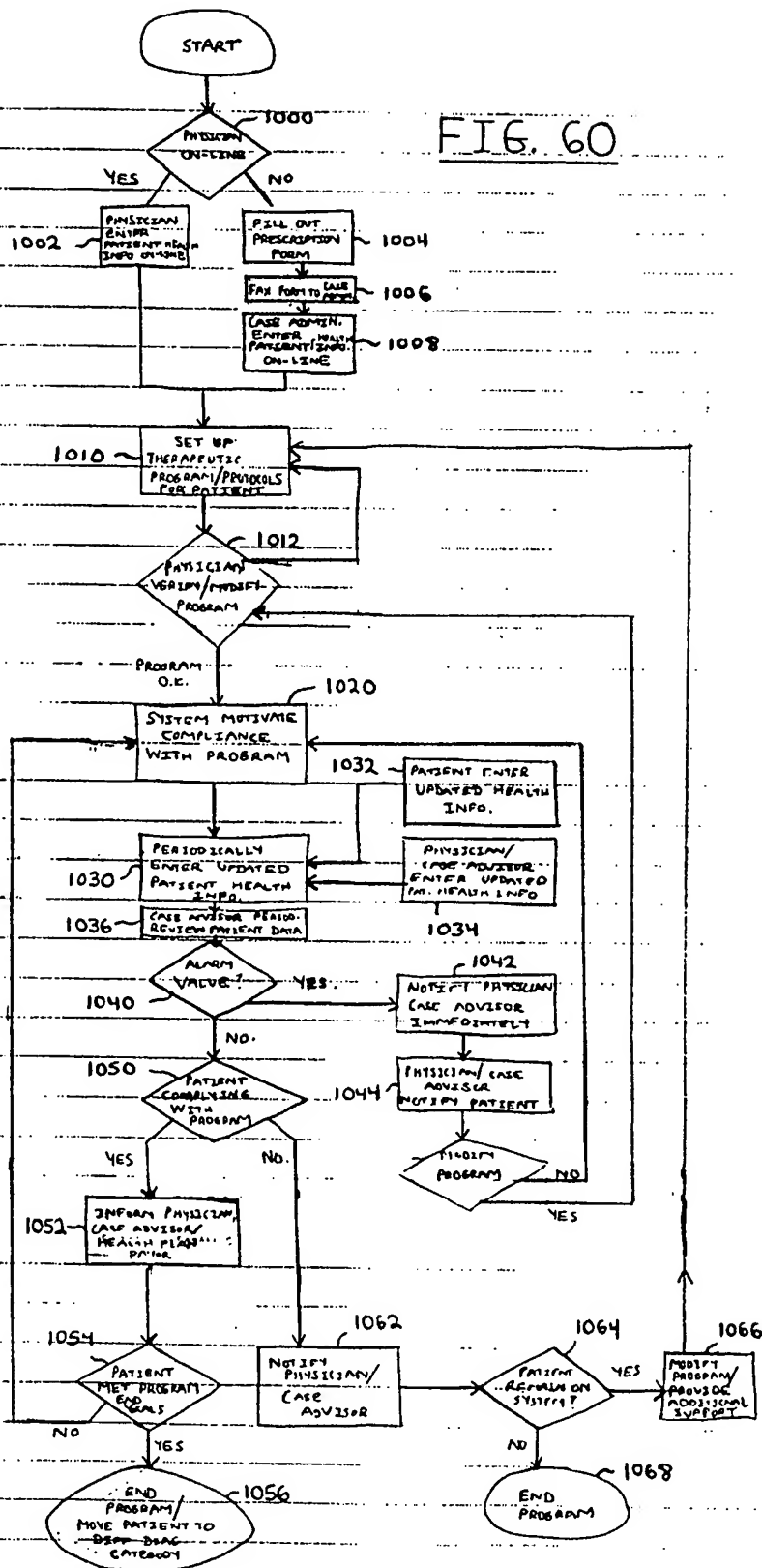
59/60

Fig 54



60/60

FIG. 60



INTERNATIONAL SEARCH REPORT

International application No.

PCT/US98/14147

A. CLASSIFICATION OF SUBJECT MATTER

IPC(6) : G06F 15/00

US CL : 128/920; 600/300

According to International Patent Classification (IPC) or to both national classification and IPC

B. FIELDS SEARCHED

Minimum documentation searched (classification system followed by classification symbols)

U.S. : 128/897, 898, 920, 921, 923; 600/300, 301; 704/251, 501, 504; 705/2-4

Documentation searched other than minimum documentation to the extent that such documents are included in the fields searched

Electronic data base consulted during the international search (name of data base and, where practicable, search terms used)

C. DOCUMENTS CONSIDERED TO BE RELEVANT

Category*	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
X,P	US 5,673,691 A (ABRAMS et al) 07 October 1997, col. 3 line 34 to col. 6 line 56.	1, 3
A	US 5,612,869 A (LETZT et al) 18 March 1997, entire document.	1-35
A	US 5,301,105 A (CUMMINGS, JR.) 05 April 1994, entire document.	1-35
A	US 5,377,258 A (BRO) 27 December 1994, entire document.	1-35



Further documents are listed in the continuation of Box C.



See patent family annex.

* Special categories of cited documents:	*T* later document published after the international filing date or priority date and not in conflict with the application but cited to understand the principle or theory underlying the invention
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P document published prior to the international filing date but later than the priority date claimed	

Date of the actual completion of the international search

11 SEPTEMBER 1998

Date of mailing of the international search report

15 OCT 1998

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Facsimile No. (703) 305-3230

Authorized officer

ERIC F. WINAKUR

Telephone No. (703) 308-3940



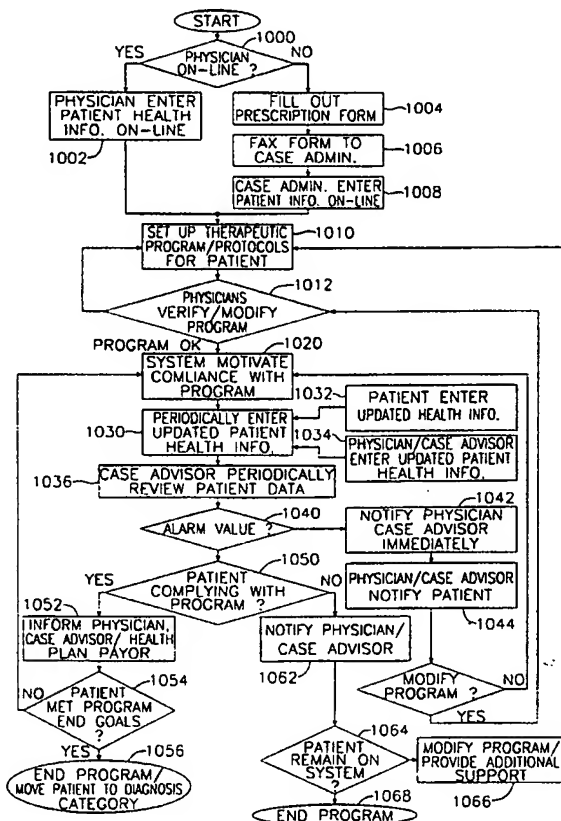
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(71) Applicant (for all designated States except US): SALUS MEDIA INC. [US/US]; 14529 Dickens Street, Sherman Oaks, CA 91403 (US).			
(72) Inventors; and (75) Inventors/Applicants (for US only): DOUGLAS, Peter [US/US]; 1946 East Valley Road, Montecito, CA 93108 (US). DUDIK, Evan [US/US]; 9304 N.E. 82nd Court, Vancouver, WA 98662 (US). EVANS, John [US/US]; 60 Upper Kingston Road, Pittstown, NJ 08867 (US). KRITZER, Alan [US/US]; 5648 Costello Avenue, Van Nuys, CA 91401 (US).		Published With international search report.	
(74) Agent: HASAN, Art, S.; Christie, Parker & Hale, LLP, P.O. Box 7068, Pasadena, CA 91109-7068 (US).			

(54) Title: THERAPEUTIC BEHAVIOR MODIFICATION PROGRAM, COMPLIANCE MONITORING AND FEEDBACK SYSTEM

(57) Abstract

A therapeutic behavior modification program, compliance monitoring and feedback system includes a server based relational database, and one or more microprocessors electronically coupled to the server. The system enables development of a therapeutic behavior modification program having a series of milestones for an individual to achieve lifestyle changes necessary to maintain his or her health of recovering from ailments of medical procedures. The program may be modified (1012) by a physician or trained case advisor prior to implementation. The system monitors the individual's compliance (1050) with the program by prompting the individual to enter health-related data (1030), correlating the individual's entered data with the milestones in the behavior modification program, and generating compliance data indicative of the individual's progress toward achievement of the program milestones. The entire system is designed around a community of support motif including a graphical electronic navigator operable by the individual to control the microprocessor for accessing different parts of the system.



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**THERAPEUTIC BEHAVIOR MODIFICATION PROGRAM,
COMPLIANCE MONITORING AND FEEDBACK SYSTEM**

FIELD OF THE INVENTION

The present invention relates generally to a computer-implemented system for promoting wellness and improving health, and more particularly to a therapeutic behavior modification program, compliance monitoring and feedback system.

BACKGROUND OF THE INVENTION

One of the most difficult and costly areas of health care, education, and rehabilitation involves the need for individuals to modify their behavior to prevent or recover from medical ailments. Heart disease, stroke, diabetes, asthma, chronic pain, depression, addiction, cancer and a wide variety of other ailments have been clinically shown to respond well to lifestyle modification, including changes to diet, exercise patterns, and stress levels. Patients who are recovering from a surgical procedure such as heart bypass surgery or are suffering from diabetes, for example, must often make lifestyle changes in order to survive.

When individuals are successful in making and adhering to positive lifestyle changes, they frequently require fewer physician visits, go to the hospital less often, and have fewer surgeries. Long term medical costs go down accordingly.

At present, many programs for helping patients make lifestyle changes involve a doctor's visit and distribution of a brochure describing the health benefits of behavior modification and lifestyle change. This method is often ineffective in modifying behavior because there is little or nothing in the way of an on-going support mechanism to assist the patient in complying with recommendations, insufficient means for motivating the patient to make recommended changes, and insufficient means for monitoring compliance with such recommendations. Participation in an on-going support program is often effective for patients who have undergone surgery and must make subsequent lifestyle changes, but currently available in-person programs involve costly medical staff and facilities. It can also be inconvenient for the patient to travel to such programs on a regular basis. Because of their cost and the potential for inconvenience, many support programs last for only a limited time, which is often insufficient for the patient to modify behavior thoroughly and effectively.

1 Another disadvantage of existing lifestyle modification programs is the lack of
information readily available to the physician regarding the patient's compliance with the
program. With the present push toward low cost yet high quality health care, a system by which
a physician could readily access information on patient compliance has clear benefits.

5 The development of a therapeutic program that could effectively motivate patients to
modify their behavior and change their lifestyles to prevent or recover from ailments, and could
be delivered to them electronically at home, work, or while traveling, would be highly desirable.
It would also be desirable for such a system to enable physicians and their staffs to receive
frequent feedback regarding patients' compliance with their programs. It would be further
10 desirable if such a system allowed for aggregate reviews of such information by health plan
payers, such as HMOs, insurance companies, and large self-insured employers, for the purpose
of enhancing the efficiency of managed health care.

SUMMARY OF THE INVENTION

15 The present invention therefore provides for an integrated, computer-implemented,
electronically deliverable patient therapeutic behavior modification program, compliance,
monitoring, and feedback system which supports the design of customized therapeutic behavior
and lifestyle modification programs for subscribers; accepts the input of current health data for
these patients; enables the review of these health records by a physician; enables the performance
20 of aggregate reviews of such records by health plan payors, such as HMOs, insurance companies,
and large self-insured employers; and motivates the patient to comply with the program and
make the necessary lifestyle changes through an integrated system of interactive graphical
interfaces.

25 In an exemplary scenario, a physician prescribes parameters and goals for a such a
therapeutic behavior modification program to help a patient recover from an ailment or surgical
procedure, and these are input into the computer-implemented system. Alternately, one of
several established behavior modification programs that have been designed for patient recovery
from particular ailments or procedures can be utilized. The system provides a novel interface
30 that allows immediate patient access to the behavior modification program and helps monitor
compliance with the program by prompting the patient to input data relating to his or her
adherence to the program's parameters. These parameters may relate, for example, to diet,
exercise, and other factors pertinent to the behavior modification program. The patient,
physician, case manager or members of the physician's staff may also input information relating
35 to blood pressure, medication, and the results of other medical tests on a computer linked to the
system. Using this input, the system can recommend a plan (also referred to as a therapeutic
program) and goals based on established medical protocols. The physician can modify the
program to customize it for the patient. Once the patient has begun to follow the program, the

1 system recommends modifications and updates to both physician and patient by correlating the patient's progress with previously established goals.

5 The system provides ongoing multimedia (audio, video, and e-mail) feedback to the patient through a novel, user-friendly interface designed around an interactive "village" or "community of support" motif that allows him or her to navigate electronically through different parts of the system. The interface provides access to pertinent medical information, an on-line journal that enables the patient to write down his or her feelings on a regular basis, an electronic calendar which integrates events mandated by the program with the patient's daily schedule, on-line interactive group support sessions with patients on similar programs, and motivational
10 multimedia presentations. The system can make specific diet and exercise suggestions based on the patient's overall program. This data is monitored by a professional case advisor--a nurse trained in the protocols of the system's software--as well as electronically by the system's protocols themselves. The system provides specific feedback to the physician so that he or she can modify or update the program as the patient progresses; and in the aggregate to the health
15 plan payor to assess management and cost factors. The health plan payor can also view individual records which are obtainable after receiving the proper medical release from the patient. By providing several channels of continuous feedback among the patient, physician, professional case advisor, and health plan payor through custom designed interfaces, the system helps enhance patient compliance with the behavior modification program, and can help make
20 the overall health care system more efficient.

BRIEF DESCRIPTION OF THE DRAWINGS

25 These and other aspects of the present invention will become more apparent from the following Detailed Description of a presently preferred embodiment of the present invention read in conjunction with the accompanying drawings and exhibits, in which:

FIG. 1 is a block diagram illustrating how feedback and monitoring is used in the current embodiment of the therapeutic behavior modification program's compliance monitoring and feedback system

30 FIG. 2 is an exemplary prescription form for inputting a patient's baseline vital factors;

FIG. 3 is a graphical representation of a set of files for patients for whom recovery programs may be designed or modified;

FIG. 4 is a graphical representation of an exemplary patient file taken from among those represented in FIG. 3;

35 FIG. 5 is a graphical representation corresponding to the program Design option of FIG. 4;

FIG. 6 is a graphical representation corresponding to the Program Detail option of FIG. 5;

FIG. 7 is an exemplary patient progress report;

1 FIG. 8 is a graphical representation of various interface tools, organized around a village motif, available to a clinical group patient;

FIG. 9 is a graphical representation of the system's Inner Core option;

FIG. 10 is a graphical representation of the system's Schedule Book option;

5 FIG. 11 is an expanded graphical representation of the Schedule Book;

FIG. 12 is a graphical representation of the system's Journal option;

FIG. 13 is an expanded graphical representation of the Journal;

FIG. 14 is a graphical representation of the system's Meeting Room option;

FIG. 15 is a graphical representation of the system's Coffee Shop option;

10 FIG. 16 is a graphical representation of the system's Post-office option;

FIG. 17 is a graphical representation of the system's Note option;

FIG. 18 is a graphical representation of the system's Postcard option;

FIG. 19 is a graphical representation of the system's Telegram option;

FIG. 20 is a graphical representation of the system's Audio E-mail option;

15 FIG. 21 is a graphical representation of the system's Kitchen option;

FIG. 22 is an expanded graphical representation of the Kitchen option;

FIG. 23 is a graphical representation of the system's Recipes option;

FIG. 24 is an expanded graphical representation of a Shopping List option;

20 FIG. 25 is an expanded graphical representation of an educational topic available through a pull-down menu in FIG. 22;

FIG. 26 is a graphical representation of the system's Gym option;

FIG. 27 is a graphical representation of a Stretching option of FIG. 26;

FIG. 28 is a graphical representation of a Strength Training option of FIG. 27;

FIG. 29 is a graphical representation of the system's Tranquility Park option;

25 FIG. 30 is a graphical representation of the system's Relaxation option;

FIG. 31 is a graphical representation of the system's Yoga option;

FIG. 32 is a graphical representation of the system's Library option;

FIG. 33 is a graphical representation of the system's Articles option;

FIG. 34 is a graphical representation of a World Wide Web access option;

30 FIG. 35 is a graphical representation of an educational topic available through a pull down menu in FIG. 32;

FIG. 36 is a graphical representation of the system's Travel Agency option;

FIG. 37 is an alternative user interface screen provided by the system;

35 FIG. 38 is a graphical representation of a log-on screen for a physician or case manager in accordance with another aspect of the present invention;

FIG. 39 is a graphical representation of a main menu available to a physician or case manager;

FIG. 40 is a graphical representation of an exemplary patient file;

1 FIG. 41 is a graphical representation of a blood pressure chart for an exemplary patient;
FIG. 42 is a graphical representation of a physical activity chart for an exemplary patient;
FIG. 43 is a graphical representation of a weight chart for an exemplary patient;
FIG. 44 is a graphical representation of a cholesterol chart for an exemplary patient;
5 FIG. 45 is a graphical representation of the system's Behavior option;
FIG. 46 is a graphical representation of the system's Recommend option;
FIG. 47 is an expanded graphical representation of the system's Communicate option;
FIG. 48 is a graphical representation of the system's Video Conferencing option;
FIG. 49 is a graphical representation of a main menu available to a health plan payor or
10 employer;
FIG. 50 is a graphical representation of a View Compliance Status option;
FIG. 51 is a graphical representation of a View Comparative Costs option;
FIG. 52 is a graphical representation through which the system indicates whether the
patient has executed a limited waiver of confidentiality;
15 FIG. 53 is another graphical representation of an exemplary patient record;
FIG. 54 is a graphical representation of the system's Review Costs option;
FIG. 55 is a graphical representation of the system's Review Outcomes option;
FIG. 56 is a graphical representation of the system's Perform Utilization Review option;
FIG. 57 is a graphical representation upon selection of an exemplary physician group of
20 FIG. 55;
FIG. 58 is an expanded graphical representation of a Communicate option of FIG. 48;
FIG. 59 is a block diagram of the therapeutic behavior modification program's compliance
monitoring and feedback system; and
FIG. 60 is a flow diagram illustrating certain aspects of the therapeutic behavior
25 modification program's compliance monitoring and feedback system.

To facilitate description of the present invention, reference is made in numerous instances
to the flow diagram of FIG. 60. For convenience, the blocks in the flow diagram are numbered
beginning at 1000.

30 DETAILED DESCRIPTION OF THE INVENTION

Referring to FIG. 1, in a presently preferred embodiment of the invention, the patient 10,
physician 12, case advisor 14, and health plan payor 16 (such as an HMO, insurance company
35 or self-insured employer), all provide input to and/or receive output from the therapeutic
behavior modification program's compliance monitoring and feedback system. The case advisor
may be a doctor, nurse, and/or other trained medical professional experienced in case
management protocols and practices. Patients electronically interact with the system, the case

1 advisor and their doctor through the system interface 18. The behavior modification program
is customized to fit the health care and recovery needs of individual patients. The system
provides at least two separate benefits: it helps the patient comply with the program through an
electronically-implemented support mechanism; and further assists in monitoring such
5 compliance.

A wide range of individuals can benefit from the system. By way of example only, these
individuals include those with chronic ailments such as coronary artery disease, diabetes, chronic
pain, depression, addiction, arthritis, cancer and asthma, as well as patients who are recovering
from medical procedures such as angioplasty or by-pass surgery (the "clinical group").

10 Individuals who simply want to maintain their health and prevent or reduce the risk of
such ailments (the "wellness group") can also benefit from the program. For these individuals,
the program may be focused on stress management, diet, and exercise. The wellness group may
further include family members of the clinical group who may need group support and/or
counseling in dealing with the family member's chronic illness.

15 The members of the wellness group may not need all the features available to members
of the clinical group. Furthermore, access to certain areas within the system may be limited
and/or customized to meet the individual user's needs. However, wellness group members may
choose to use the case management functions as a "virtual coach." For example, an individual
may want to have a case advisor assist them in losing weight by helping the individual change
20 his or her nutrition, exercise and stress management habits. The "virtual coach" or case advisor,
can provide ongoing feedback and encouragement throughout the process. Wellness participants
may also choose to join an on-line support group to help them achieve their health and wellness
goals.

25 In an exemplary scenario, a physician diagnoses an individual with an ailment. The
physician may then recommend a health care maintenance or recovery program which requires
the patient to: take certain medications; participate in a support group; and control risk factors
by altering his or her diet, following an exercise program, and managing stress levels.

The physician can then place the patient on the system to help him or her make these
desirable or necessary lifestyle and behavior modifications. In order to subscribe the patient to
30 the system, his or her baseline vital factors are entered. Such factors may include blood pressure
readings, heart rate, height, weight, and cholesterol levels. Depending on whether the doctor is
on-line (block 1000, FIG. 60), The doctor may input these vital factors into the system directly
via his or her personal computer (block 1002, FIG. 60). Alternatively, the physician may fill
out a prescription form and send the information to a case advisor, who then sets the patient up
35 on the system (blocks 1004, 1006 and 1008, FIG. 60).

Referring to FIG. 2, an exemplary prescription form 22 contains identification information
23 such as the patient's name and identification. Using the form, the physician selects a
diagnostic category 24 and prescribes a recovery program level 26. In the exemplary

1 embodiment, eight separate diagnostic categories exist that correspond to the state of the patient's health. Category I, for example, includes patients who have suffered from a heart attack within the current year, while Category VIII includes patients who suffer from no particular ailment but are on the plan simply to promote wellness. Other categories may also be added as necessary.

5 Depending on the diagnosis, the physician may recommend that the patient cease smoking or that he or she lose a targeted amount of weight within a certain period by circling the appropriate response in field 30. The physician may also enter other information, such as the patient's medications 32. The physician then circles or fills in desired 3-month targets 34 relating to, among other things, daily calorie intake, percent daily intake of saturated fat, maximum heart rate, and cholesterol level.

10 Referring to FIG. 3, the case administrator sets up a new patient based on information contained in the patient prescription form or accesses the records of existing patients through patient files 40. In this example, the patient files 40 are identified by the patient's name and social security number. To create or modify the program for a particular patient, the administrator creates a new folder or selects a preexisting folder 42 corresponding to the patient in question.

15 Once the physician or case administrator enters the patient into the system, either the system or case advisor recommends a default set of goals based on the patient's needs and existing medical protocols that may be modified by the physician (blocks 1010 and 1012, FIG. 60). FIG. 4 illustrates an exemplary patient record after selection of the desired patient file 42 in FIG. 3. The record includes, among other things, the patient's current status and program goals. The first column 44 of the record sets forth fields for pertinent patient information including the patient's vital signs (e.g., weight, cholesterol level, blood pressure), other baseline characteristics (e.g., patient's smoking habit, physical activity, alcohol and eating habits, depression and stress levels, seat belt use), and information relating to any medications used by the patient. The second column 46 of the record sets forth the baseline values corresponding to the vital signs and patient characteristics at the beginning of his or her participation in the program. As shown in the third column 48, the record may be updated on an ongoing basis by taking data from the patient on-line and from subsequent office visits. Based on the patient's initial evaluation and/or short-term progress, the physician or case advisor can design a new program or modify an existing program for the patient by selecting the system's Design option 50.

20 Referring to FIG. 5, upon selection of the Design option 50 in FIG. 4, the system prompts the physician or case advisor to assign intensity levels 51 corresponding to the patient's diet, exercise, stress management, need for group support, anticipated compliance, and pharmaceutical requirements. The intensity levels in this example range from a lowest level of 1 to a highest level of 5. Other measures of program intensity may also be included.

1 Based on the input information, the system, case advisor or physician generates a set of
goals 52 or milestones for the patient. This is done by correlating patient information such as
age, sex, weight and information relating to the health, life situation and diagnostic category of
the patient to established medical protocols for that type of patient. Other pertinent information
5 that may be taken into account includes the patient's medication and other health conditions.
Based on the correlation, the system suggests a therapeutic program including goals relating to
intake of calories from fat, exercise level, stress management counseling, and group support and
compliance management frequency. The physician or case advisor may view details as to how
the suggested goals may be implemented by selecting the system's Program Detail option 54.

10 Referring to FIG. 6, upon selection of the Program Detail option 54, the patient record 60
is presented along with the recommended one month goals 61 and final goals 62. The physician
or case advisor may confirm 63 or edit 64 the suggested program to modify the goals by making
appropriate selections (block 1012, FIG. 60).

15 The content of the patient records and the generated goals vary depending on the patient's
diagnostic category. For example, some of the information shown on the patient record may not
be necessary for an individual belonging to the wellness group. Information regarding calories,
cholesterol level, blood pressure, and seat belt use, for instance, may not pertain to a person who
is on the system to get support to help deal with a family member who suffers from a chronic
ailment.

20 Referring to FIG. 7, the system also sends an exemplary patient status report 70 to
physicians who do not have direct access to the system. The status report may include
information regarding a patient's current status 66, suggested next steps 67, and target goals 68.
Other information may also be included in the status report as desired by the physician. The
physician has the option to agree with the suggested next steps 69 or indicate changes to the
25 program. The physician then sends the report 70 back to the case advisor for modification of the
program as necessary. Communication may take place via e-mail, facsimile, or any other method
of transferring data.

30 Once the patient is set up on the system, it assists him or her in complying with his or her
behavior modification program (block 1020, FIG. 60). To use the program, the patient logs into
the system network via telephone line, cable modem, cellular connection, satellite link or other
communication method that allows for a connection into a network server.

35 Referring to FIG. 8, in a presently preferred embodiment of the invention, the user
interface for patients in the clinical and wellness groups is organized around a village motif. The
user progresses through the system by following paths through a graphically represented town
square to destinations including the village gymnasium 71, tranquility park 72, post office 74,
coffee shop 76, store 78, library 80, travel agency 82, as well as the user's own "home" 84. The
village motif presents the patient with an image of a community of support. The entire on-line
community revolves around his or her recovery and well-being, and this helps bolster the

1 patient's confidence and motivation. Furthermore, the village motif provides an easy-to-understand representation of the system's structure. The patient learns to navigate the system more quickly and easily because of the intuitive town layout.

5 Another benefit of the village motif is its familiarity. A patient afraid of technology will be reassured through the symbolic images of home and neighbor, street and store. Finally, the patient may find navigating an electronic "neighborhood" more enjoyable than a traditional text-menu-driven system. Other user interfaces, such as the one described in conjunction with FIG. 37, are available.

10 Referring to FIG. 9, the inner core 86 of the village provides the user with a schedule book icon 90, a journal icon 94, a meeting room icon 96, a mail icon 98, and a rewards icon 92. These give the user access to additional tools that assist with complying with his or her health program, and further help the physician or case advisor monitor such compliance.

15 Referring to FIG. 10, upon selection the schedule book icon 90 from the interface of FIG. 9, the system displays a graphical representation of a schedule book 90A. As shown in FIG. 11, the schedule book presents the user with a list of meetings that the user can participate in via his or her computer. The list of meetings varies for each user depending on his or her specific health recovery program. The schedule book also presents general information on the meetings, including time 100, date (not shown), and meeting profile 104, with a notation of how many people have signed up for the meeting 106. The system also sets a limit on the maximum number of individuals that may sign up for a meeting.

20 Based on this information, a user may then sign up for the meeting that best fits his or her schedule. Other factors, such as the city in which the other members are located 108 may also influence the user's choice. A user may decide to join a group whose members are located in his or her home city if he or she wants to meet these people face-to-face someday.

25 The system integrates the user's schedule book 90A with the user's personal electronic daily calendar. For example, after a patient signs up for a meeting, the system downloads the day and time of the meeting to the user's calendar. The calendar may be any suitable commercial calendar or organizer program, such as Organizer TM available from Lotus Development Corp.

30 In an alternate embodiment, the user may make a further request via the schedule book for automated reminders to be sent to him or her by e-mail.

35 Referring again to FIG. 9, the system also enables the user to access an integrated patient journal 94 from the village's inner core and self-report their progress and describe their feelings. Selection of a journal icon leads the user to a journal 94A like one shown in FIG. 12. Upon entering the journal 94A, the user has the option to view the personal goals that have been set for him or her by the physician or case administrator. The journal also provides a diary used to make a daily record of information pertinent to accomplishing the user's goals. The journal 94A provides an important tool that lets the patient express his or her feelings and fears in a

1 context other than that of a support group. By journaling, the patient can identify fears
concretely, and thus begin to address them. Goal setting is also often more meaningful when it
is written down. Instead of merely thinking about ambiguous hopes, patients can define in
written form the concrete milestones they plan to attain. These notes can also help remind the
5 patient of matters he or she might wish to discuss in support group meetings. The system also
uses certain notations in the journal to assist in generating reports to the physician or case advisor
regarding the patient's progress. As part of its overall security measures, the system separates
those journal entries which the patient wishes to keep private from those which are to be used
in generating reports.

10 FIG. 13 exemplifies the type of information which may be contained in the journal. For
instance, a heart patient belonging to a clinical group may need to monitor his or her emotions
100 as well as the exercises he or she has been doing 104 by means of the journal. Depending
on the patient's program, the system might also prompt the patient to input his or her vital signs
102, such as blood pressure and heart rate, in the journal. This can be done manually or
15 automatically. For example, devices can be hooked into the computer's serial port for automatic
input of blood pressure and heart rate into the system. Depending on the particular program,
patients might be required to weigh themselves on a weekly basis and/or measure their
cholesterol level with a home cholesterol kit on a relatively less frequent basis. This information
is stored in the system's database and is accessible to the physician and case advisor.

20 The kind of information required of a person in the wellness group may differ from this.
For example, if a user is in the wellness group because a family member is suffering from a
chronic illness, it will not be necessary for him or her to input vital signs into the journal.
Rather, information as to how he or she is doing emotionally, as well as information as to how
much group support he or she is getting, may be solicited.

25 The user may also record his or her personal comments in the journal. This information
may only be viewed by the individual user, and is not available to the case advisor or physician.

The journal is also integrated with the user's daily calendar. The user may, for example,
input information as to his or her exercise schedule (such as 30 minutes walking on Tuesdays,
Thursdays, and Saturdays) or meditation schedule into the journal. The system then downloads
30 this information into the user's daily calendar. Previous journal entries may also be viewed.

In addition to allowing the patient to electronically enter his or her updated health
information, the journal also provides the physician or case advisor with a means of getting
feedback on the patient's progress. The information recorded in the journal is electronically
forwarded to the case advisor. Alternatively, the case advisor has direct access to portions of the
35 journal stored in the system's database. The physician or case advisor can use the information
provided in the journal to update the program on an on-going basis.

1 The system also accepts additional patient data obtained during office visits or directly
from the patient via e-mail or other means of communication. The physician may also input
additional data, such as that derived from laboratory tests, into the system. Accordingly, the
system accepts updated patient data directly from the patient and through data entered by the
5 physician during office visits (blocks 1030, 1032 and 1034, FIG. 60).

 The system automatically correlates the patient's input with the physician's to check
for accuracy. In addition, the system automatically provides the physician with reports of
patient progress. Depending on the patient's plan requirements, the case advisor periodically
reviews the patient-reported and physician-reported input to monitor whether the patient is
10 complying with program parameters and meeting goals (block 1036, FIG. 60).

 As part of the feedback process, the system provides an "alarm" option (block 1040,
FIG. 60). The system compares actual data about the patient with the goals and parameters
residing in the system's database and automatically notifies the physician or case advisor via
e-mail or facsimile (or pager depending upon the severity of the problem), if a health risk is
15 present (block 1042, FIG. 60). For instance, if a patient's current blood pressure is potentially
dangerous, the system will automatically send an alarm to the physician or case advisor and
require his or her immediate action.

 If the difference between current data and goals does not present a threatening situation,
the system will simply notify the physician or case advisor that these goals are not being met.
20 For example, if the current data states that the patient has lost 5 pounds instead of 10, the
system will notify the physician or case advisor of this fact. This information, although not
life-threatening, must nonetheless be addressed by the physician or case advisor. He or she
may then contact the patient in order to support and to further motivate him or her to meet
the desired goals (block 1044, FIG. 60). In addition, the physician or case advisor may
25 recommend that the program be modified to suit the patient's condition (block 1046, FIG. 60).

 Regardless of whether an alarm condition exists, the system periodically correlates the
updated patient health information with the program goals to determine the patient's progress
and compliance with the program (block 1050). If the patient is progressing in accordance
with his or her program, the system informs the physician and/or case advisor (block 1052,
30 FIG. 60). The physician or case advisor may then provide positive reinforcement to the
patient. Depending on the patient's progress, the case advisor or physician can also determine
whether to modify the program by altering the goals or moving the patient into a different
diagnostic category. The patient may even be removed from the system if he or she has met
program end goals (blocks 1054, 1056, FIG. 60).

35 The system also notifies the physician or case advisor if the patient is not progressing
toward program goals or is not using the system (block 1060, FIG. 60). The case advisor
along with the physician then determines whether to modify the patient's therapeutic program,

1 provide the patient with additional support, or remove the patient from the system (blocks 1064, 1066 and 1068, FIG. 60).

5 The system also enables direct feedback to the individual user. As one of the features of the journal, users may view their levels of compliance and achievement of goals. Patients may not recognize they are making progress until presented with reminders of how much they have improved. System generated charts and summaries, discussed below with respect to FIGS. 41 to 44, provide patients with an overview of how far they have come.

10 Referring again to FIG. 9, as another tool to assist patients to comply with their programs, the system offers an electronic meeting room and group support room interfaces via meeting room icon 96 through which a patient receives on-going, on-line group support. Putting a patient in contact with people with the same or similar problems through group counseling has clinically-proven therapeutic benefits. The system facilitates this process through the use of electronic and on-line technologies. On-line group counseling solves many of the logistical difficulties encountered in bringing together, on a regular basis, a large group of people with different schedules who live in different places. Instead of requiring patients to travel physically to a single location, the system enables them to attend group meetings by simply logging on to their computers. As the burden on the individual patient decreases, group attendance increases, and this enhances the overall practical, therapeutic value of group counseling and support.

20 On-line counseling also brings a patient into contact with a wider pool of people with similar problems than traditional counseling can. When desirable or necessary, group membership can be drawn from people in a wide variety of regions, instead of being limited to a single vicinity.

25 Furthermore, the relative anonymity of electronic communication benefits patients who are reserved or possibly embarrassed by their situations. These patients may be more willing to share their feelings in an on-line environment than they would be face-to-face.

30 Patients have access to the meeting room interface via a meeting room icon 96. Upon selection of the meeting room icon 96, patients are presented with meeting rules and regulations. They may then proceed to a pre-scheduled meeting. Only those scheduled for a meeting will be permitted to attend. The scheduling of meetings is part of the schedule book interface explained above in conjunction with FIGS. 10 and 11.

35 Referring to FIG. 14, each participant 112 may chose to represent him or herself in one of two different ways in the meeting room. The participant 112 may have his or her photo scanned to represent him or her in the system. Alternatively, if anonymity is desired, the patient may choose to be represented by a non-photographic icon, or "avatar," accompanied by either his or her own name or a pseudonymous screen name. The patient will then be represented by that avatar in group meetings and private mentoring sessions. In some cases, patients may choose to design and construct their own avatars.

1 A trained, experienced leader or chairperson 114 is an important part of these group
counseling sessions. It is the chairperson's responsibility to guide the discussion and encourage
participation from all members. To enhance the beneficial aspects of group counseling, the
system allows the chairperson 114 to access selectively certain parts of the patient's on-line
5 journals and electronically display the selected portion in an anonymous manner to the on-line
group. The chairperson can also cut somebody off electronically if he or she is saying things
that are inappropriate.

In the preferred embodiment, a participant 112 "speaks" during the meeting by entering
text at 122. Upon hitting the enter key, this text appears as "bubble-talk" 116 above the
10 representation of the participant 112 who entered the corresponding text. In an alternate
embodiment, instead of using a "bubble-talk" format, each participant 112 may participate at
the meetings by talking into a microphone connected to his or her PC, and listening to other
participants via speakers also connected to the PC.

A log window 110 keeps a running or scrolling record of the conversations during the
15 meeting. Thus, if a participant 112 loses track of the conversation, or wants to comment on
something said earlier, he or she has access to the entire conversation as reference.

During group counseling meetings, a chairperson 114 may play on-line multimedia
presentations featuring other patients or well-known figures who have made positive lifestyle
changes. In the presently preferred embodiment, each participant has access to the multimedia
20 presentation, such as a video clip, via CD-ROM or DVD received by mail on a regularly
updated basis. Alternatively, if the user has access to the appropriate software and hardware,
and has a connection of sufficient bandwidth to the server, the multimedia presentation may
be streamed to him or her over the network. In addition to CD-ROM, the system can also
use DVD disk, downloads to the user's computer hard drive, or any other method or medium
25 capable of storing or transmitting audio and video data.

When it is time to view the multimedia presentation, the chairperson selects, for
instance, a particular video clip from a menu of video clips available on his or her CD-ROM
or DVD. This sends a signal via the network to each participant's PC. The signal received
matches a code on each participant's CD-ROM or DVD, which triggers the playing of the
30 selected video by the PC. If the video is stored on DVD disk or on the user's computer hard
drive, or some other storage medium, the video could be triggered to play from that medium
as well.

The participants may not play the video prior to the meeting because only the
chairperson has access to the code which releases the video. Thus, prior to a meeting, users
35 may view a list of videos in his or her CD-ROM, DVD disk, hard drive, or other storage
medium, but videos which have not been shown already at meetings will be inaccessible for
viewing. Once a video is released by a chairperson and played for the first time at a meeting,
the participants may access it any time thereafter.

1 The case administrator or advisor knows in advance who the chairperson for a meeting will be and will give him or her access to the video clip to be shown at that meeting.

5 The multimedia presentations shown at the meetings may feature well-known or public figures and other patients who may have dealt with the same issues that the participants are facing. For example, in a meeting for patients who have suffered heart attacks, a video clip of a celebrity who recovered from a similar problem may be shown. In the clip, the celebrity would talk about his or her own heart attack, the bypass surgery that he or she underwent, and the depression that followed. The celebrity would also describe other struggles that he or she faced, and how these struggles were overcome during the recovery process. Likewise, video clips of program participants may also be used to provide motivational examples of success stories, or to express deep-felt emotions (e.g., anger, depression, etc.) that must be dealt with by that individual and other members of the group in order to be successful in his or her recovery.

15 Such presentations may act as a source of motivation to the participants, giving them a sense of hope. If someone else was able to overcome the same obstacles, they can too.

 The presentations may stimulate further discussion during the meeting, and allow participants to open up about the issues and struggles that they are facing during their recovery process.

20 Another function provided by the meeting room 96A interface is electronic telephone dialing. Each participant has a phone icon 118 in front of his or her avatar. If a participant wants to talk to any other person in the meeting, he or she may click on the phone icon and the telephone number to that person is dialed automatically. This allows the members to contact each other after meetings to talk further via regular phone lines if desired. The conference room participants also have direct access to a more private mentoring area by clicking on a coffee shop icon 76B. Users of the system may also gain access to this private mentoring area by selecting the coffee shop 76 from the village as shown in FIG. 8.

25 FIG. 15 is an exemplary illustration of the inside of the coffee shop 76B. Conversation here occurs much like in the meeting room 96A, except for the fact that the conversation is not monitored and structured by a chairperson. Text is inputted at 132 and appears as bubble talk at 134. A record of the conversation is also kept at the log window 130.

30 In the preferred embodiment, the system allows a maximum of four people into a single coffee shop at a time. Such a restriction is desirable given that the purpose of the coffee shop is for one-on-one mentoring. In the private setting of a coffee shop, more experienced individuals can pass on their experiences to less experienced ones as well as advice as to how to overcome the obstacles that they may be facing.

35 The group support room 96A and coffee shop 76B applications are implemented by means of third-party chat room applications such as Palace, commercially available from The Palace, Inc., Beaverton, Oregon. The chat room applications may be integrated into the

1 system and modified to provide additional functionality. Triggering of multimedia presentations during group meetings and the monitoring of attendance are separately programmed into the system.

5 Through on-line group meetings and private mentoring rooms, the system allows patients to maintain contact with other people who have the same or similar problems, all in entertaining ways that encourage and assist the patient to adhere to program parameters and achieve program goals.

10 The communications feature of the system further allows users to keep in constant contact with their physician, case advisor, or other users of the system. Although in the presently preferred embodiment of the invention communication is done via e-mail, other methods of communication may also be used. For instance, it is envisioned that the system will allow instant messaging, conference calls, and/or video conferencing as alternate means of communication.

15 Referring again to FIG. 9, the mail icon 98 gives a user access to the e-mail feature. A user may also access his or her e-mail by selecting the village post office 74 shown in FIG. 8.

Referring to FIG. 16, the system includes four different types of e-mail options: letters 140, postcards 142, telegrams 144, and audio e-mail 146.

FIG. 17 is an example of a letter 140A, which functions as standard e-mail.

20 FIG. 18 is an example of a postcard 142B, which may be used to send short notes. For instance, postcards may be sent to users to survey the level of satisfaction with the service provided by the system. The postcard would contain questions on this issue, and users would be asked to send the postcard back after having answered the questions.

25 FIG. 19 is an example of a telegram 144A, which has the highest priority among the types of e-mail provided by the system. The telegram may be used, for instance, to alert a user that he or she has missed a meeting, or just as a short note of encouragement by the case advisor or group leader to an individual user.

FIG. 20 is an example of an audio e-mail 146A notification. Upon clicking this icon, users can hear a recording of the message sent to them via speakers attached to their PCs.

30 The communications functionality may be implemented by integrating any one of a number of conventional e-mail programs with the system.

35 As will become more apparent from a detailed description of the system's other interfaces, the system takes a two-pronged approach to behavior modification: education and motivation. Entertainment is used as a means of both educating and motivating a user to make the sometimes difficult changes required for recovery or even for maintaining a healthy lifestyle.

1 Motivation is one approach to behavior modification. It is the path from education to
compliance, which is a goal of the system as a whole. The support group and case advisor
described above add a human element to this motivational component. Patients are more
likely to respond positively to the encouraging words of others than they would be to a
5 program which must be followed in isolation.

The system's multimedia capabilities allow it to use graphics, videos, and music to
communicate and educate. These features provide a refreshing boost to the patient's endeavor
to modify his or her behavior, replacing the drudgery typically associated with clinical medical
rehabilitation programs. Segments featuring celebrities, medical experts, motivational speakers
10 and successful program participants delivering motivational speeches and personal testimonials
further inspire the user. Humor is integrated throughout the system, for example in the
whimsical artwork. The entertainment derived from these features of the system is used to
spark and maintain the patient's interest in the unfolding drama of his or her recovery and
lifestyle change.

15 The rewards feature is yet another motivational tool provided by the system. Referring
again to FIG. 9, the reward "apples" icon 92 allows a user to view information on the rewards
point system and how it works, as well as the user's own personal rewards account. Users
may earn points by good participation in the program and by reaching certain milestones. For
instance, points may be earned for good attendance at meetings, good participation during the
20 meetings, chairing a meeting, or losing a certain amount of weight, if this was a goal to be
accomplished.

Rewards range from the symbolic kind, such as getting "gold stars" that commend a
user for his or her progress, to reward points and frequent flier miles which may be
exchanged for goods in the village store 78 or plane tickets in the village travel agency 82,
25 respectively.

Education is a complementary behavior modification approach offered by the system.
Education is provided through informative on-line multimedia presentations and the interactive
areas of the village devoted to diet, exercise, and stress management. For example, the
recipes provided in the village kitchen, discussed below in conjunction with FIGS. 21-24, are
30 designed to improve patients' diets without forcing them to take on impossible austerities or
give up their love for food.

Exercise and stress management programs, discussed below in conjunction with
FIGS. 26-31, are designed both to allow for variety and to lie within the individual patient's
ability range. By making exercise and a healthy diet both feasible and interesting, the system
35 enables patients to stick with their new lifestyles.

The system also provides relevant articles and includes hyperlinks to other, reputable
Internet sites devoted to providing medical and health-related information, as discussed below
in conjunction with FIGS. 32-35.

1 Referring again to FIG. 8, the system encompasses a "home" 84 interface as part of the village motif. Upon its selection, a screen showing the inside of the user's "home" 84 follows, as depicted in FIG. 21. Once inside his "home" 84, the user may access the kitchen by selecting the kitchen icon 150.

5 FIG. 22 illustrates the interior of the user's kitchen 155. Once in the kitchen 150A, users have the option to get nutritional and dieting information from low-fat cookbooks 153, or view and print recipes from a recipe book 154. FIG. 23 gives an example of a recipe which may be contained in the recipe book 154.

10 Referring again to FIG. 22, users also have the option to prepare and print a shopping list 156. A user may chose several recipes from the recipe book 154, and the system can automatically enter the ingredients into the user's shopping list 156. The user can also manually enter items into the shopping list 156 via his or her PC keyboard. FIG. 24 gives an example of a user's shopping list.

15 The system can also indicate which recipes are allowable under the particular patient's program. For example, the system might recommend certain low-fat items that meet the criteria of a patient's program as well as suitable foods he or she might consider when eating out. The system is also capable of generating weekly shopping lists based on program parameters. According to personal preference, users may choose to substitute certain allowable foods for other.

20 Moreover, users have access to a pull-down computer menu by selecting the computer menu icon 152. From this computer menu, users can access various educational topics related to food, nutrition, and diet. One such topic may, for instance, relate to the basic food groups and may provide information as to the suggested amount of servings for each category of food, as shown in FIG. 25.

25 The guest chef 158 option shown in FIG. 21 further allows users to view audio or video clips of a chef showing how to prepare a certain recipe. In the presently preferred embodiment, these clips are contained in the user's CD-ROM or DVD, but with proper technology could be sent via streaming audio or video.

30 From the kitchen, a user may substitute foods (e.g., asparagus for broccoli); access and print food related articles; view new recipes or articles by selecting the "what's new" button (not shown); or join a discussion group via a bulletin board (not shown).

35 Referring again to FIG. 8, another part of the village motif is the village gymnasium 71, which is used by the system to make recommendations or supply information regarding suitable exercise routines. Each exercise program is generated according to individualized parameters and needs, with progress being regularly charted by user input via the journal 94A (FIGS. 12-13).

1 Upon entering the gymnasium 71, a user may view featured video clips or listen to audio clips; do key-word searches to access and print exercise related articles; read and print exercise manuals; or join a discussion group via a bulletin board.

5 FIG. 26 illustrates the inside of a gymnasium 71 shown in FIG. 9. Shown here are various exercise topics 160 that a user may access. For instance, selecting the stretching topic 162 gives the user information on recommended exercises for stretching different muscle groups. FIG. 27 illustrates one such stretching exercise.

10 Similarly, selecting the strength training topic 164 gives the user information on recommended exercises to help strengthen various muscle groups. FIG. 28 illustrates one such strength training exercise.

 Referring again to FIG. 9, the village tranquility park 72 focuses on stress management strategies, including relaxation techniques, biofeedback, yoga, and meditation. Upon entering the park 72, a user may access and print articles on stress management subjects; view video clips or listen to audio clips on these subjects; and join discussion groups via a bulletin board.

15 An expanded illustration of the tranquility park 72 is shown in FIG. 29. Upon selection of the relaxation option 170, an instructional article on the subject is invoked, as shown in FIG. 30. Similarly, upon selection of the yoga option 172, an instructional article about yoga is invoked, as shown in FIG. 31.

20 Referring back to FIG. 8, the system also gives access to a village library 80 which allows users to do research germane topics. Thus, patients interested in learning more about their medial condition may access the library 80 in order to educate themselves on the topic.

25 FIG. 32 illustrates the interior of the library 80. From here, a user may select an Articles option 180 to gain access to an available list of articles 186 via his or her CD-ROM, as shown in FIG. 33. The kind of articles 186 available to a user will vary depending on the type of user. For instance, if the user suffers from a chronic cardiac condition, the articles 186 will all relate to such topic. The list of articles 186 is updated on an ongoing basis to reflect new developments and research on the topic.

30 Users are also provided with hypertext links 188 to other reputable Internet sites devoted to providing medical and health-related information. These Internet sites may also be accessed by selecting the world wide web option 182 as shown in FIG. 32.

 Once linked to an Internet article, a user is taken to a separate web browser from which he or she may navigate the web. FIG. 34 is an example of an Internet site to which a user might get connected upon selection of the world wide web option 182 of FIG. 32.

35 Furthermore, users have access to a pull-down menu by clicking the menu icon 184. From this menu, users can select various educational topics germane to the user's condition. For instance, an article available through the pull-down menu may teach a user suffering from a chronic cardiac condition how to determine his or her target heart rate zone, as shown in FIG. 35.

1 Users may also do key word searches to access and print articles of interest, to view featured video clips, or listen to audio clips.

Referring again to FIG. 8, the village store 78 and travel agency 82 are two additional interfaces accessible to users. Upon entering the store 78, users are taken to an in-house or
5 third-party web site through which they may order relevant items, either on-line or by telephone.

Users may also search the store database and view product information, including pictures, descriptions, and prices of products. Moreover, users may view the status of their orders and contact customer service via e-mail or telephone.

10 Similarly, when a user enters the travel agency 82, he or she is linked to a third-party co-branded reservation system. FIG. 36 illustrates the inside of travel agency 82. From here, a user may make on-line travel reservations by selecting a Reservations option 202. A user may also view the frequent flier miles he or she has accrued so far by selecting a Check Reward Points option 200. As discussed above, a user may gain frequent flier miles by good
15 participation in the program and reaching certain milestones.

Although the user-interface for clinical and wellness group members has been described in terms of a village motif, an alternative user-interface could incorporate another alternate embodiment of the system interface shown in FIG. 37. A multi-frame screen is shown which includes: a main navigation area 210; content area 212; message or video screen area 214; and
20 an instructions area 216. The message or video screen area 214 may be used to show advertisements. The instructions area 216 may be used as a "What's New" area or for the bulletin board functionality discussed above for the kitchen 150A (FIG. 22), gymnasium 71 (FIG. 26), and tranquility park 72 (FIG. 29) interfaces.

FIGS. 38-47 and 49-58 illustrate user interfaces for the case advisor and HMO, some of which are also accessible by the patient. Unlike the user interface for patients, the navigation for the physician/case advisor is generally less graphical and more chart oriented.

Referring now to FIG. 38, a log-on screen 220 for the user interface for a physician/case advisor is shown. The screen 220 requires the physician or case advisor to input their name 222 and corresponding password 224. Screen 220 thus acts as a security
30 measure by ensuring that only legitimate users are able to gain access to the system.

Referring to FIG. 39, an initial screen containing a main menu 230 of the options available to the physician/case advisor follows the log-on screen 220. A Design Program For Patient option 232 allows a physician/case advisor to create a new program or modify an existing program for a patient, as described above in conjunction with FIGS. 3-6.

35 A second option within the main menu 230 is a Review Patient Record option 234 which allows a physician/case advisor to review the health record of a particular patient.

A list of current patients (not shown), substantially similar to the list shown in FIG. 4 follows upon selection of a Review Patient Record option 234.

1 Referring now to FIG. 40, a health record of an exemplary patient is shown. The record may provide identifying information, including the patient's name 240, subscription ID 242, and social security number 244. Furthermore, information as to the total amount of time that the patient has been participating in the program may be given as shown at 246.

5 Column 258 shows the patient's vital signs and other health-related factors, such as blood pressure 250, number of cigarettes smoked per day 252, amount of physical activity 254, weight 256, and cholesterol level 258. Some of these factors may be monitored and reported on a weekly basis, as shown in columns 260-268. Other factors, such as the patient's cholesterol level 258, may be monitored and reported on a bi-weekly basis, as shown in
10 columns 260, 264, and 268. The ultimate goal to be achieved in each of the specified areas is given in column 272.

A list of the risk factors which may affect the patient's recovery may further be pinpointed as shown at 270.

Vital signs may be represented graphically for the patient, physician and case advisor.
15 These may include charts or graphs of the patient's blood pressure 250A (FIG. 41), physical activity 254A (FIG. 42), weight 256A (FIG. 43), and cholesterol level 258A (FIG. 44). These graphs allow the physician/case advisor to review and grasp the patient's progress visually over a period of time, and help him or her determine how the patient is doing in relation to the ultimate goals that are to be achieved in the charted areas.

20 Referring again to FIG. 40, a physician/case advisor is also given an option 274 to assess the patient's behavior. Upon selection of this option, the system provides a behavioral change assessment form 305 like the one shown in FIG. 45. This form 305 is used to determine how inclined the selected patient is toward complying with the recommended program. In the preferred embodiment, on-line questionnaires are submitted to the patients,
25 asking them to rate their behavioral intention 300, self-efficacy 302, and social support 304. Alternate forms of evaluation may also be used to assess the likelihood of a patient's compliance with the program.

The system periodically assesses and reports the patient's behavioral change as shown in columns 306 and 308. The desired goals 310 are also listed to monitor whether the patient
30 is making progress towards them. If a patient continues to score low on the behavioral change assessment form 305, this may indicate that he or she is unable to change his or her lifestyle, and lead to the conclusion that the patient should be taken off the system.

The system generates reports on patient progress based on the data shown in FIGS. 40-45, as frequently as the physician desires. These reports can be received via either
35 e-mail or facsimile. The frequency of reports will depend on the needs of the particular patient, and may be triggered by the achievement of goals or the setting off of alarm signals as described above.

1 The system can also generate regularly scheduled reports for a physician's review on a default basis, depending on a patient's needs. For example, patients who are relatively ill can be reviewed twice a week or more, even if no warning signals occur.

5 Upon receiving feedback from the system regarding changes to a patient's behavior modification program, a physician or case adviser may want to make recommendations about the program. FIG. 46 shows an exemplary recommendation screen which follows the selection of a Recommend 276 option of FIG. 40. If, for example, a patient initially placed on a program of walking 15 minutes three times a week loses 5 pounds and lowers his or her blood pressure, the system might generate a report to the physician recommending an increase
10 in the patient's walking time to 45 minutes per session as shown at 322. The system may further make recommendations as to the frequency and duration of stress reduction exercises 328 as well as on other areas of the program as shown at 326. The physician reading the report can accept 330 or modify 332 the recommendations.

15 The system's reporting features enable a physician to handle more patients in the same amount of time without decreasing the quality of care. The system also allows for a patient feedback loop independent of this self-monitoring capability. If the patient has a difficult night, for example, he or she can send an e-mail through the system directly to the case advisor or the physician via the mail 98 (FIGS. 9, 16-20) or post office 74 (FIG. 8) interfaces.

20 Once the physician/case advisor is satisfied with the recommendations, he or she may electronically communicate 334 program changes to the subscriber.

 FIG. 46 also shows an example of a patient who has earned reward points 324 for not having smoked for 60 days. The reward points shown here are to be cashed in at the village store 78 shown in FIG. 8.

25 Referring to FIG. 47, the system presents a message screen upon the selection of a communications 334 option of FIG. 46. The case advisor may send the recommendation 346 made by the system and reviewed and/or modified by the physician, to the subscriber 340 with an attached audio e-mail message 344, or alternately via text e-mail or facsimile. A copy of the recommendation 346 and message 344 may also be stored in the system's database 342.

30 Physicians/case advisors may further communicate with patients by video conferencing. An existing third-party video conferencing package may be integrated to the system to allow the video conferencing feature. The minimal requirements for a PC to support the video conferencing capability is a clock cycle of 90 megahertz, 24 megabytes of random access memory, a color camera, a video capture board, an audio board, a video input capture board, and an ISDN line. The technical specification may change as technology affecting bandwidth
35 and/or data compression changes.

 As shown in FIG. 47, the video conferencing feature may be accessed upon selection of a video conferencing option 347. A video conferencing manager, like one illustrated in FIG. 48 may then be used to conduct the video conference.

1 A health plan payor, such as an HMO, insurance company, or self-insured employer,
may also access the system. Information that is released by a patient may also be sent
electronically to the health plan payor. The information can then be combined with the
provider's information to analyze individual patients or aggregate results of all people on the
5 program. The analysis may include, for example, cost per patient, cost for patients in each
category or group, and physician utilization. The system's relational database that allows for the
custom gathering of data, depending upon the requirements of the health plan. The system may
also provide aggregate reports to the health plan payor for management review and cost
control purposes. A health plan payor may be less interested in looking at individual patient
10 files and more interested in looking at information as to the number of subscribers on the
system, the cost of keeping the subscribers on the system, and how this cost compares to that
incurred by patients who are not on the system. At the same time, several layers of electronic
security measures insure the individual patient's privacy by strictly segregating the type of
information available to the various parties who have access to the system.

15 The user interface for the health plan payor is similar to the user interface used by a
physician/case advisor. When the health plan payor signs onto the system, a main menu
screen with a list of options available is provided, as shown in FIG. 49. From here, the payor
may choose to view overall compliance status 350, perform case management review 352,
perform an utilization review 356, review outcomes 354, or communicate 358, each of which
20 options is described in further detail below.

Upon selection of a view compliance status 350 option, the health payor views current
compliance status based on pre-determined categories 360, as shown in FIG. 50. For each
category, information as to the total number of eligible patients 364, number of participating
patients 366, participating patients complying with the program 368, participating patients put
25 on probation due to lack of compliance 372, and patients terminated 376, may be displayed.

A comparative cost analysis screen is also invoked via a view comparative costs option
362. FIG. 51 shows an example of the cost of maintaining patients on the system. The total
cost 380 may be compared against costs incurred by a control group of patients who have not
subscribed to the system 382. Comparative savings achieved by use of the system are shown
30 in column 384.

Referring back to FIG. 49, the main menu 348 also includes a perform a case
management review 352 option. A list of current patients (not shown), substantially similar
to the list shown in FIG. 4, follows selection of this option.

35 Once a patient file has been selected, a confidentiality waiver information 390 is
displayed, as shown in FIG. 52. A patient will be assured confidentiality and privacy in the
areas where waiver has not been given. For instance, portions of the patient's journal will be
kept confidential and unavailable to the health plan payor, ensuring that patients remain open
and honest in making daily journal entries.

1 Upon selection of a continue option 392, a screen similar in content to the screen
shown in FIG. 40 is shown in FIG. 53. As with the user interface for physicians/case
advisors, indications of the patient's blood pressure level 404, physical activity 406, weight
408, and cholesterol levels 410 over time, are given. These may also be represented
5 graphically to the health plan payor in a form substantially similar to FIGS. 41, 42, 43, and
44 respectively.

A health plan payor, however, has a review costs option 400 which is not available to
a physician/case advisor.

10 FIG. 54 illustrates an exemplary screen viewable upon selection of the review costs
option 400 of FIG. 53. Shown here is information as to the costs incurred to date in
maintaining the selected patient on the system. The system costs 410, health service costs
412, and total costs 414 are represented in a bar graph format in this particular example. The
cost incurred by a control group patient who is not on the system is also shown 418. This
cost is compared to the total costs 414 and the amount of savings 416 thus achieved, and is
15 also displayed in a bar graph format.

Referring back to FIG. 49, another option provided by the main menu 348 is a review
outcomes 354 option, which provides a screen like the one shown in FIG. 55 with information
as to the various patient outcomes, based on various pre-determined categories. For instance,
information as to the percent of compliant subscribers who had an emergency room ("ER")
20 visit 420 is shown. This information may be compared against ER visits made by non-
compliant subscribers 422 and control group patients who have not subscribed to the system
424.

Referring back to FIG. 49, the main menu 348 also provides for a utilization review
356 option. As shown in FIG. 56, upon making this selection, a screen appears with
25 information including the name of the group or facility using the system, this group or
facility's specialty 432, the number of cases to date 434, the percentage of cases referred to
the system 436, and how this percentage compares 438 to the targeted utilization percentage
440.

30 Upon selection of a particular group or facility 442, the same type of information for
the doctors within the selected group or facility 442 may be obtained, as shown in FIG. 57.

The main menu 348 in FIG. 49 further provides a communicate 358 option leading to
FIG. 58. The health plan payor may send an audio e-mail 456, text e-mail 458, or fax 460
to the case advisor 450, responsible physician 452, or subscriber 454 as shown here.

35 In this way, the system provides an on-going loop of compliance monitoring and
feedback to help the patient make difficult lifestyle changes. Once the patient has achieved
the desired goals, he or she can continue to use the system as a health maintenance or
wellness program. An aim of the system is to educate and motivate patients to take control

1 of their lives and improve their health by modifying their behavior and changing their lifestyles.

FIG. 59 is a block diagram of the present system. It will be apparent to those skilled in the art that the invention described herein may be implemented on various platforms. In a preferred embodiment, however, patients, physicians, case advisors, and health plan payors have access to a PC 500 with a Pentium microprocessor. The PC 500 contains audio and CD-ROM 502 capabilities. However, a PC 500 may have other multimedia capabilities including video display and capture capabilities, microphones, etc. The PC 500 is further connected to a printer 504 for generating hard copies of any data accessible by the computer.

10 In a preferred embodiment, the operating system utilized by the PC 500 is a windows-based operating system, preferably Windows 95.

In the preferred embodiment of the invention, each PC 500 is electronically linked to network server 508 via the Internet 518. Contained in each server 508 is a transaction server 510, meeting server 512, "inner circle" server 514, and "outer circle" server 516. The transaction server 510 is utilized to handle secure purchases via the store 78 (FIG. 9) or travel agency (FIG. 36) interfaces.

The secure meeting server 512 is dedicated to implementing the meeting room 96 and coffee shop functionalities discussed in reference to FIGS. 9, 14, and 15. The secure "inner circle" server 514 is dedicated to handle sensitive data, such as medical records.

20 Other servers may be added as needed. For instance, there may be a separate media server to handle the audio and video functionalities of the system.

Communication via the Internet 518 is achieved in the preferred embodiment of the invention through telephone lines by means of a high-speed modem 506 connected to the PC 500. Alternatively, satellites, television cable systems, and ISDN lines may be utilized to access the Internet 518. Standard TCP/IP is utilized as the protocol to communicate between the servers 508 and a PC 500 via the Internet 518.

The network server 508 may be located at a health plan payor facility with an independent third party that acts as an Internet Service Provider or elsewhere. The servers 510-516 have access to one or more relational databases 522 (such as SQL) that contain all the health plan data, including information input to the journal and schedule book information. For example, pertinent information from a patient's journal will be uploaded to the server and downloaded to the physician and case advisor. Information provided by the physician will also be uploaded to the same server. System data will be downloaded to the case advisor on a periodic basis for review.

35 All the information needed by a user of the system is located in the databases 522 or on CD-ROM and/or DVD distributed to the users on a periodic basis, or, as technology permits, via streaming audio and video. For instance, in the presently preferred embodiment, the video and audio clips available to a chairperson 114 for conducting meetings (FIG. 14), or

1 via the kitchen (FIGS. 21, 22), gym (FIG. 26), tranquility park (FIG. 29), and library (FIG. 32) interfaces is located on CD-ROM or DVD. However, with the emergence of ISDN, cable modem, XDSL, and direct satellite delivery, it is anticipated that the system will be capable of sending streaming video and audio over the network.

5 There are three levels of security implementation to help achieve secure transmission of data to and from the servers 510-516, as well as to ensure that only authorized users may access the databases 522. User security for patients, physicians/case advisors, and health plan payors is assured by a two tier (user id and password) system. An example of such log-on screen is shown in FIG. 36.

10 Furthermore, a "cookie"-based code is used to monitor when users log in and out, and to keep track of how each user uses the system. This will, for example, allow the system to keep attendance at group meetings. If a user has missed a group meeting, the case advisor would then be able to follow up with him or her about the absence.

15 Referring back to FIG. 59, a firewall 520 is also provided at the server level to protect confidentiality of health plan data. Furthermore, encryption is furnished to ensure that communication between servers 510-516 and PCs 500 is secure.

20 A network administrator 524, who may be the case administrator or an independent third party, is also attached to the server 508. The network administrator subscribes all users to the system except for clinical or wellness group participants. Physicians or case advisors are responsible for subscribing clinical or wellness members. The network administrator is also in charge of maintaining the system's databases 522.

25 In the preferred embodiment, the system is constructed using the C++ programming language in conjunction with SQL 6.5, Cold Fusion, commercially available from Alaire Company, Visual Basic, commercially available from Microsoft Corporation), and HTML. Active X and Java components may also be invoked to handle the multimedia functions of the system.

30 It will be understood that the foregoing is merely illustrative of the principles of the invention, and that various modifications can be made by those skilled in the art without departing from the spirit and scope of the invention as defined by the following claims. For example, the system can be programmed in any number of programming languages besides C++ code to achieve the underlying principles of the present invention. The screens can be reformatted to change their appearance, and many different data sets can be used for various patients with different chronic diseases.

1 CLAIMS

1. A method for monitoring compliance with a therapeutic behavior modification program, the method comprising the steps of:

5 providing a therapeutic behavior modification program having a series of milestones for a patient;

inputting patient data at prescribed times; and

10 correlating the patient's data using a microprocessor with the milestones in the therapeutic behavior modification program to determine whether the patient is complying with the program.

2. The method of claim 1 further comprising the steps of grouping particular data using the microprocessor and linking the data to a remote computer.

15 3. The method of claim 1 further comprising the step of using the microprocessor to provide graphical screens for encouraging the patient to comply with the therapeutic behavior modification program.

20 4. A therapeutic behavior modification program, compliance monitoring and feedback system comprising:

means, comprising a relational database and a microprocessor coupled to the database, for developing a therapeutic behavior modification program having a series of milestones for an individual;

means for monitoring the individual's compliance with the program including:

25 means for prompting the individual to enter health-related data;

means for correlating the individual's entered data with the milestones in the behavior modification program and generating compliance data indicative of the individual's progress toward achievement of the program milestones;

30 means, accessible to the relational database and microprocessor, for motivating the individual to comply with the program comprising an integrated system of graphical system interfaces, the motivating means including:

means for enabling the individual to review the compliance data;

means for providing health information to the individual from a remote source;

35 an electronic calendar integrated with the behavior modification program for signaling the individual to take action pursuant to the behavior modification program wherein the calendar accesses the relational database and integrates requirements of the program with the individual's daily schedule;

1 an electronic journal for enabling the individual to enter personal health-related information;

an electronic meeting room for linking the individual to a plurality of other individuals having related behavior modification programs for facilitating group peer support sessions for compliance with the program; and

5 means for providing motivational media presentations to the individual for encouraging the individual to comply with the program; and

a graphical electronic navigator operable by the individual to control the microprocessor for accessing different parts of the system.

10 5. The system of claim 4 wherein the means for developing the therapeutic behavior modification program comprises:

means for inputting preliminary health information relating to the individual;

15 means for presenting a plurality of suggested behavior modification programs containing suggested milestones generated as a function of the preliminary health information;

means for selecting one of the suggested behavior modification programs and altering the milestones to generate the individual's behavior modification program; and

means for loading the behavior modification program into the relational database.

20 6. The system of claim 4 further comprising means for providing the motivational media presentations to the individuals in the electronic meeting room as part of the group support sessions, thereby facilitating interactive group discussion about the presentations.

25 7. The system of claim 4 further comprising means for enabling the individual to select an avatar to represent himself or herself in the electronic meeting room.

8. A method for assisting an individual to comply with a therapeutic behavior modification program, the method comprising the steps of:

30 providing the therapeutic behavior modification program having a series of milestones for the individual;

inputting health data relating to the individual at prescribed times;

correlating the individual's health data with the milestones in the behavior modification program using a relational database and generating compliance data indicative of whether the individual is complying with the program;

35 grouping particular compliance data using a microprocessor and linking the data to a remote computer; and

1 motivating the individual to comply with the behavior modification program by:
 providing medical information to the individual relating to the program;
 presenting the individual with the compliance data to allow the individual
to personally monitor compliance with the program;
5 signaling the individual to take action according to the program through an
electronic interface integrated with the individual's daily schedule;
 providing remotely accessible group support sessions and motivational
media directed toward encouraging the individual to achieve the program milestones; and
 enabling the individual to retrieve the medical information, compliance data,
10 and scheduling signals, and participate in the group support sessions and view the
motivational media through a graphical electronic interface.

9. The method of claim 8 wherein the step of providing remotely accessible group
support sessions and motivational media comprises presenting the motivational media during the
15 group support sessions to facilitate interactive group discussion about the presentations.

10. The method of claim 8 further comprising the step of selecting an avatar to
represent the individual during the group support sessions.

20 11. A method for assisting an individual to comply with a computer implemented
behavior modification program, the method comprising the steps of:
 providing milestones in the behavior modification program to be achieved by the
individual;

 monitoring the individual's compliance with the program by:
25 obtaining health-related data of the individual at prescribed times;
 comparing the health-related data with the milestones for generating
compliance data indicative of whether the individual is complying with the program, and
encouraging the individual to comply with the program if the compliance data indicates lack of
compliance; and

30 comparing the health-related data against accepted medical protocols and
alerting the individual's physician or case advisor when a health-risk is present;

 educating the individual electronically on health topics germane to the individual's
condition and behavior modification program; and

 motivating the individual to comply with the behavior modification program by:
35 providing group support for the individual by electronically linking the
individual to a plurality of other individuals having related behavior modification programs;
 providing a reward to the individual when certain of the milestones are
reached;

1 presenting the individual with the compliance data for enabling the
individual to personally monitor compliance with the program;
 enabling the individual to enter comments germane to the behavior
modification program in a computer-implemented journal; and
5 providing motivational multi-media presentations for encouraging the
individual to comply with the program.

12. The method of claim 11 wherein the step of obtaining the health-related data
comprises the user providing the data through a computer-implemented journal.

10 13. The method of claim 12 wherein portions of the data in the journal are accessible
to a physician.

14. The method of claim 11 wherein the step of obtaining the health-related data
15 comprises a physician obtaining the data from office visits by the individual to the physician.

15 15. The method of claim 11 wherein the step of educating comprises providing recipes,
stress management strategies, and nutritional, dieting, and exercise information to the individual.

20 16. The method of claim 15 wherein ingredients appearing on the recipes are
downloaded automatically to an on-line shopping list.

17. The method of claim 11 wherein the group support is provided by a computer-
implemented meeting room wherein the individual and the plurality of other individuals
25 participate in on-line group meetings, the meetings comprising:

 a chairperson for monitoring discussions and triggering multi-media presentations;
and

 a means of representing the individual and the plurality of other individuals in the
group meetings.

30 18. The method of claim 17 wherein a computer-implemented schedule book enables
the individual to:

 view a list of on-line group meetings;
 sign-up for a particular group meeting from the list of group meetings; and
35 request automated reminders for reminding the individual of group meetings for
which the individual has signed-up.

1 19. The method of claim 17 wherein the meetings further comprise a means for the individual for contacting the plurality of other individuals via telephone directly from the computer-implemented meeting room.

5 20. The method of claim 11 wherein the group support is provided by a computer-implemented mentoring area for mentoring and giving support to the individual by other more experienced individuals.

10 21. The method of claim 20 wherein no more than a predetermined number of the more experienced individuals may be present in the mentoring area at a single time with the individual.

15 22. The method of claim 11 wherein the group support is provided through electronic mail for facilitating communication with the physician, case advisor, or the plurality of other individuals having related behavior modification programs.

 23. The method of claim 11 wherein the group support is provided through an electronic bulletin board wherein the individual posts messages and read messages posted by the other individuals having related behavior modification programs.

20 24. The method of claim 11 wherein the reward is rewards points for being redeemed for goods, frequent flier miles, or a symbolic reward commending the individual for good work.

 25. A therapeutic behavior modification program, compliance monitoring and feedback system comprising:

25 means, comprising a relational database and a microprocessor coupled to the database, for developing a therapeutic behavior modification program having a series of milestones for an individual;

 means for subscribing an individual to the behavior modification program;

 means for monitoring the individual's compliance with the program including:

30 means for obtaining health-related data of the individual at prescribed times for input into a relational database;

 means for comparing the health-related data with the milestones in the behavior modification program for generating compliance data indicative of whether the individual is complying with the program, and encouraging the individual to comply with the program if the compliance data indicates lack of compliance; and

35 means for comparing the health-related data against accepted medical protocols and alerting the individual's physician or case advisor when a health-risk is present;

1 means for educating the individual electronically on health and medical topics germane to the individual's condition and behavior modification program;

means, accessible to the relational database and microprocessor, for motivating the individual to comply with the program including:

5 means for providing group support for the individual by electronically linking the individual to a plurality of other individuals having related behavior modification programs;

means for providing a reward to the individual when certain of the milestones are reached;

10 means for presenting the individual with the compliance data for enabling the individual to personally monitor compliance with the program;

means for enabling the individual to enter personal feelings and comments germane to the behavior modification program into a computer-implemented journal; and

15 means for providing motivational multi-media presentations for encouraging the individual to comply with the program;

means for modifying the program based on the individual's progress; and

a graphical user interface for controlling the microprocessor for accessing different parts of the system.

20 26. The system of claim 25 wherein the means for developing the therapeutic behavior modification program comprises:

means for inputting preliminary health information relating to the individual;

25 means for presenting a suggested behavior modification program containing suggested milestones generated as a function of the preliminary health information and accepted medical protocols;

means for modifying the suggested behavior modification program to generate the individual's behavior modification program;

means for loading the behavior modification program into the relational database; and

30 means for giving access to the individual to the graphical user interface for controlling the microprocessor for accessing different parts of the system.

27. The system of claim 25 wherein the means for obtaining the health-related data comprises means of prompting the individual to input health-related information into a
35 computer-implemented journal.

1 28. The system of claim 25 wherein the means of educating comprises means for providing recipes, stress management strategies, and nutritional, dieting, and exercise information to the individual.

5 29. The system of claim 28 wherein the means for providing recipes includes means for downloading recipe ingredients to a computer-implemented shopping list.

 30. The system of claim 25 wherein the means for providing group support comprises means for providing on-line group meetings comprising:

10 means for electronically viewing a list of group meetings available for participation;

 means for electronically registering for a particular group meeting;

 means for sending automated reminders for reminding the individual about the particular group meeting for which the individual is registered;

15 means for providing an electronic meeting room for the group meetings;

 means for monitoring discussion during the group meetings;

 means for triggering multi-media presentations during the group meetings;

 means for electronically representing the individual and the plurality of other individuals in the group meetings; and

20 means for contacting the plurality of other individuals via a telephone directly from the computer-implemented meeting room.

 31. The system of claim 25 wherein the means for providing group support comprises a means for providing a computer-implemented mentoring area for mentoring and giving support to the individual by other more experienced individuals.

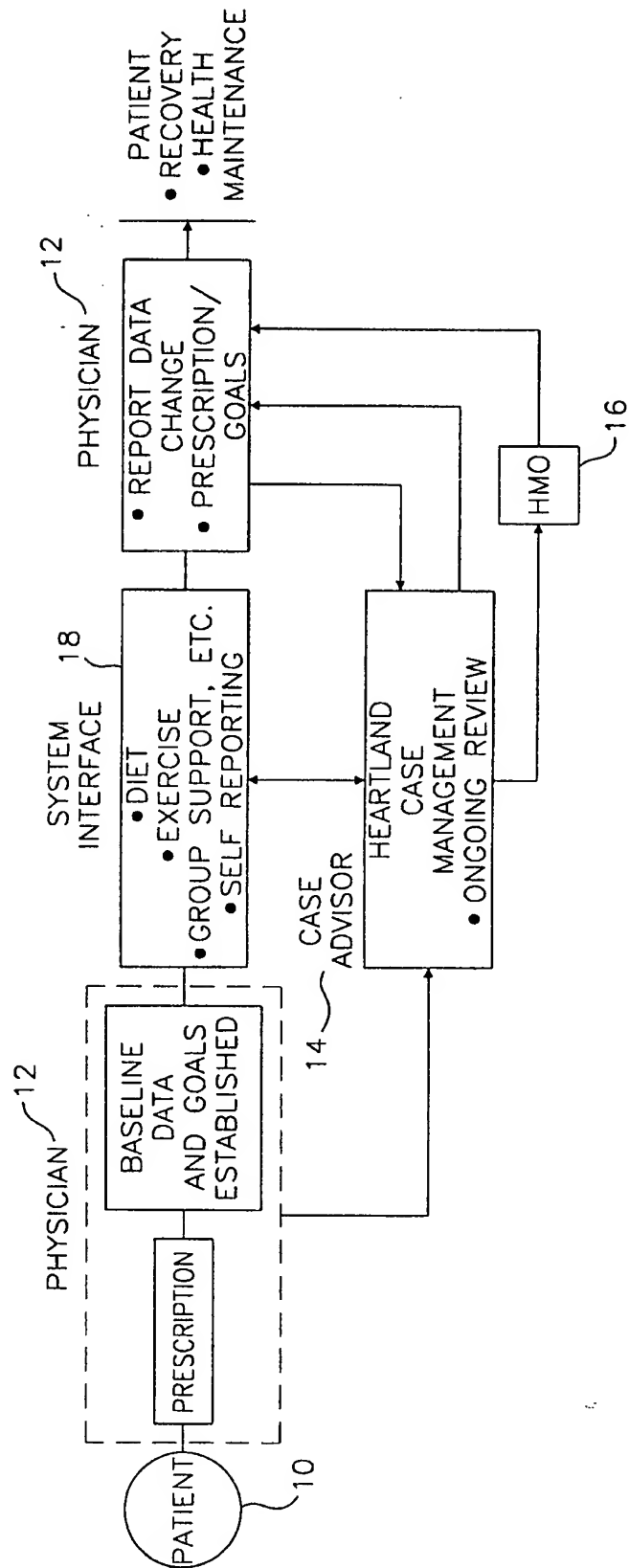
 32. The system of claim 25 wherein the means for providing group support comprises electronic mail means for facilitating communication with the plurality of other individuals.

30 33. The system of claim 25 wherein the means for providing group support comprises electronic bulletin board means for posting messages and reading messages posted by the other individuals having related behavior modification programs.

 34. The system of claim 25 further comprising a means for providing security from unauthorized access to the system.

 35. The system of claim 25 further comprising a means for health plan payors for monitoring usage of the system.

FIG. 1



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*Fig. 2**22*

HeartLand Prescription Form

Patient Name	Patient ID	Date	Physician Name	Physician ID

1. Fill in diagnosis:

Patient Diagnosis	Co-morbid Diagnosis

2. Circle a diagnostic category:

Category	Diagnosis	Level 1 (mos.)	Level 2 (mos.)	Level 3 (mos.)	Health and Wellness
I	Current year MI survivor	3	3	6	Contin.>12th month
II	Current year alt. to PTCA or CABG	3	3	6	Contin.>12th month
III	Current year diagnosed CAD	3	3	6	Contin.>12th month
IV	All diagnosed Angina	3	3	6	Contin.>12th month
V	Prior years' post MI/surgical--High Risk	3	3	6	Contin.>12th month
VI	Prior years' post MI/surgical--Low Risk	1	1	10	Contin.>12th month
VII	2 or more Risk factors	0	2	4	Contin.>12th month
VIII	Health and Wellness	0	0	0	Continuous

3. Please circle as appropriate:

- 30 { Does the patient need smoking cessation? Yes No
 Have you prescribed nicotine patch or gum? Yes No
 Does the patient need weight reduction? Yes No If yes, target weight: ____

4. What are patient's current and prescribed medications?

Medication	Standard Dosage	Comments/Changes
HCTZ	25 mg	
Atenolol	50 mg	
Lisinopril	20 mg	
Atorvastatin	20 mg	
Antioxidant: Vitamin E	400 IU	
Antioxidant: Vitamin C	500 mg	
Other:		
Other:		
Other:		
Other:		

5. Circle or fill in desired 3-month targets:

Daily Calories	1200	1500	2000	2500	3000
Sat Fat Grams	<15	15	18	20	25
Pct Fat Cal	10%	15%	20%	25%	30%
Exercise (Freq/wk/RPE)	20/5x/3	30/5x/4	45/5x/5	50/5x/6	60/5x/7
Max Heart Rate					
Stress Reduction Needs	Low Need	Some	Definite	High	Very High
Lipid Level Target					
Total Cholesterol	140	150	175	200	<225
LDL	60	70	80	<100	<125
HDL	35	37	39	41	>42

Physician's Signature: _____

Telephone: _____

FAX THIS FORM TO SALUS MEDIA: (805) 969-3601

You will receive Fax confirmation within 24 Hours. For Assistance please call: (805) 969-2234

SUBSTITUTE SHEET (RULE 26)

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Fig. 3

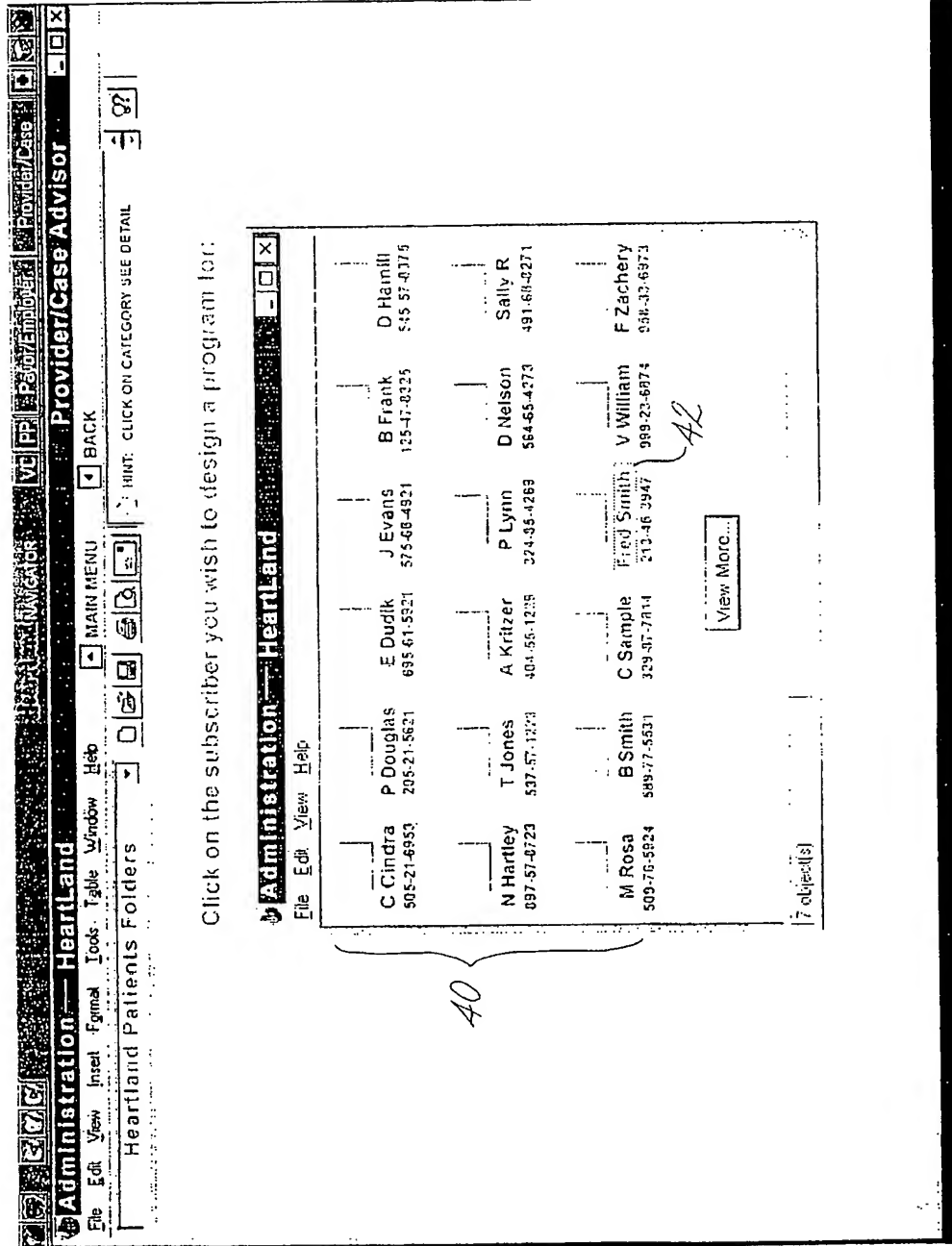


Fig. 4

Fig. 5

Administration — HeartLand

File Edit View Format Tools Table Window Help

HeartLand Health Assessment Review

Provider/Case Advisor

MAIN MENU

HINT: CLICK BOX TO DESIGN PROGRAM

Date: 3/10/98

Heartland I.D. #: 23-642 Social Security #: 213-48-3947

SCREEN 2 OF 3

	LOW	INTENSITY	HIGH
DIET			
EXERCISE			
STRESS MANAGEMENT			
GROUP SUPPORT			
DRUGS			
SUPPORTIVE SERVICES			

Design a new program for: Fred Smith

Based on your input, Heartland suggests the following program and goals for: Fred Smith

Diet	15%	Calories From Fat
Exercise	3/4 4	hr days per week
Stress Management	1/2 7	hr days per week
Group Support	1/2 5	hr days per week
Compliance Mgt. Freq.	4	times per Month
Smoking		Cessation
-aspirin	325	
-hydrochlorothiazd.	12.5	mg/da
-lovastatin	20	

Program Detail

Fig. 6

Administration **HeartLand**

File Edit View Insert Format Tools Table Window Help

Provider/Case Advisor

MAIN MENU BACK

HeartLand Health Assessment Review

HEARTLAND HEALTH ASSESSMENT REVIEW PROVIDER/CASE

SCREEN 3 OF 3

Based on your Input, here is HeartLand's recommended program for: **Fred Smith**

Use the buttons to confirm or edit this program.

PATIENT STATUS & GOALS: DETAILS		New 2/10/98 1 month Goal		GOALS
Name / O.O.B.	Fred Smith 2-5-49			
Starting Date	2/1/98			
Heartland I.D.	23-642			
Height / Sex	6'9" Male			
Weight	193	182	175	170
BMI	28.28	26.28	25.64	25.00
Smoke	.5 Packs/Day	.5	0	0
Physical Activity	0/0/0 minutes / x-week / RPE	20/3/3	25/5/4	4/6/6
Alcohol	2 Average Drinks per Day	2	1	1
Eating Habits	40 %Fiber/Compl Carb Intake	60	70	80
	40 %Fatty Food Intake	20	20	15
	40 %Fatty Dairy Intake	20	10	5
Calories	3,600	3,300	3,100	2,800
Fat Calories & %	45%	45%	20%	15%
Cholesterol - LDL	142	140 mg/dl	125 mg/dl	100 mg/dl
Cholesterol - HDL	35	37 mg/dl	39 mg/dl	45 mg/dl
Cholesterol	246	225	210	190
Resting Pulse Rate	88	68	65	79
Stress	6.5 Scale of 1 to 10 (10 being high stress)	7.0	6.0	3.5
Depression	Scale of 1 to 10 (10 being greatest)	10	5	0
Blood Pressure	140/100 systolic/diastolic	140/100	130/90	130/90
Scatbell Use	30 Percent of time	50	75	100
Back Pain	Incidents per month	3	2	0
Pharmaceuticals				
- aspirin	325 mg	325 mg/da	325 mg/da	325 mg/da
- hydrochlorothiazid	12.5 mg	12.5 mg/da	12.5 mg/da	0 mg/da
- Lovastatin	20 mg	20 mg/da	20 mg/da	0 mg/da

CONFIRM *63*

EDIT *64*

OPTIONS...

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Fig. 7

HeartLand Patient Progress Report

Date: April 2, 1997

Dear Doctor Cavello:

This is a status report on your patient, Fred Smith, SSN: 565-76-2334, Plan No. 011-066754

Your diagnosis was: non-complicated anterior MI and co-morbid diagnosis none.

Patient entered the HeartLand program on March 12, 1997. He/she has been on the program 3 weeks.

Progress toward goals:

Parameter	Current Status ⁶⁶	Suggested Next Steps ⁶⁷	Target ⁶⁸
Blood Pressure	146/92	144/90	140/90
Weight	172	170	170
Resting Pulse	67	65	65
Exercise Program	35 min/4x-wk/4 RPE	45 min/4x-wk/5 RPE	45 min/6x-wk/6 RPE
Total Cholesterol	210 mg/dl	200 mg/dl	190 mg/dl
LDL Cholesterol	125mg/dl	115mg/dl	100mg/dl
HDL Cholesterol	39mg/dl	42mg/dl	45mg/dl
Diet: Cal/day	3100	3000	2800
Sat Fat grams/day	20 g	15 g	10 g
Smoking Status	0 was: .5 pack/day	0	0
Aspirin	325 mg - missed 1/wk	325 mg - missed 0/wk	325 mg - missed 0/wk
HCTZ	12.5 mg. - missed 0/wk	1205 mg. - missed 0/wk	12.5 mg. - missed 0/wk
Lovastatin	20 mg. - missed 0/wk.	20 mg. - missed 0/wk. .	20 mg. - missed 0/wk.
Other			
Other			
Other			

Please initial here to indicate you have reviewed this Status Report: _____

69 Please initial here to indicate you agree with suggested next step targets: _____

Indicate any changes desired in Next Step Goals and Medications:

Physician's Signature: _____

Thank you,

Mary Quinn
HeartLand Case Advisor

FAX THIS FORM TO SALUS MEDIA: FAX NO. (805) 969-3601

You will receive Fax confirmation within 24 Hours. For Assistance please call (805) 969-2234

SUBSTITUTE SHEET (RULE 26)

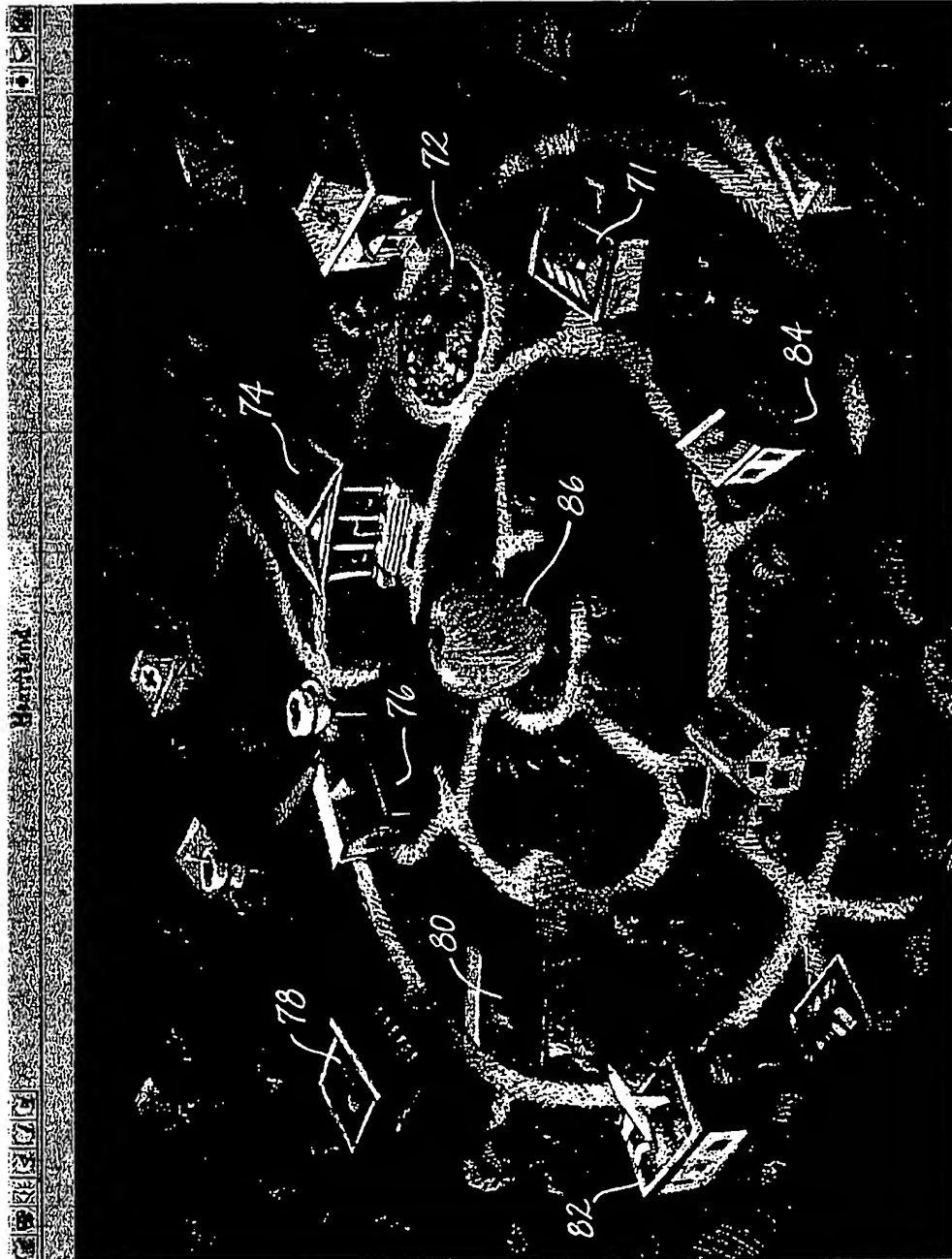
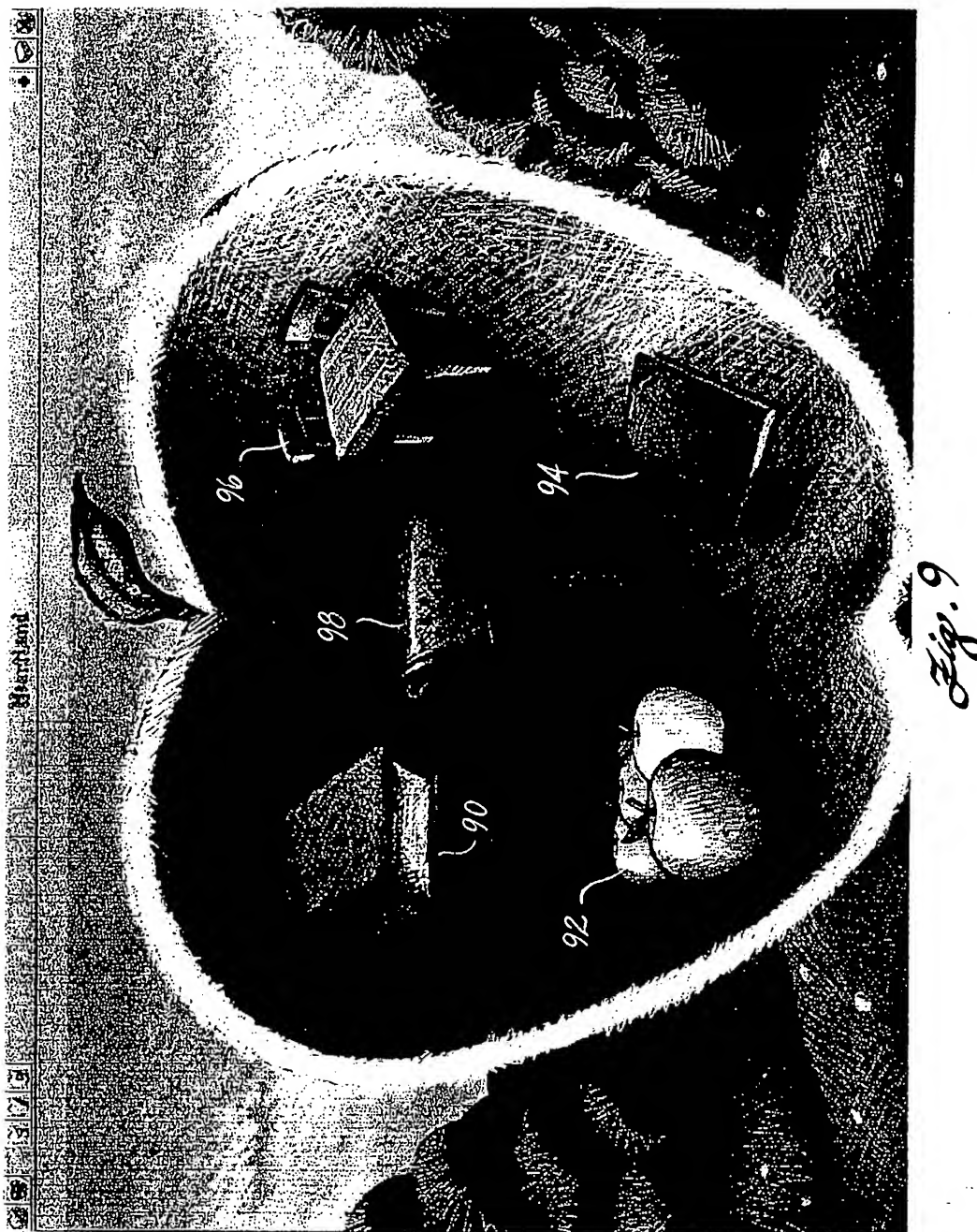


Fig. 8



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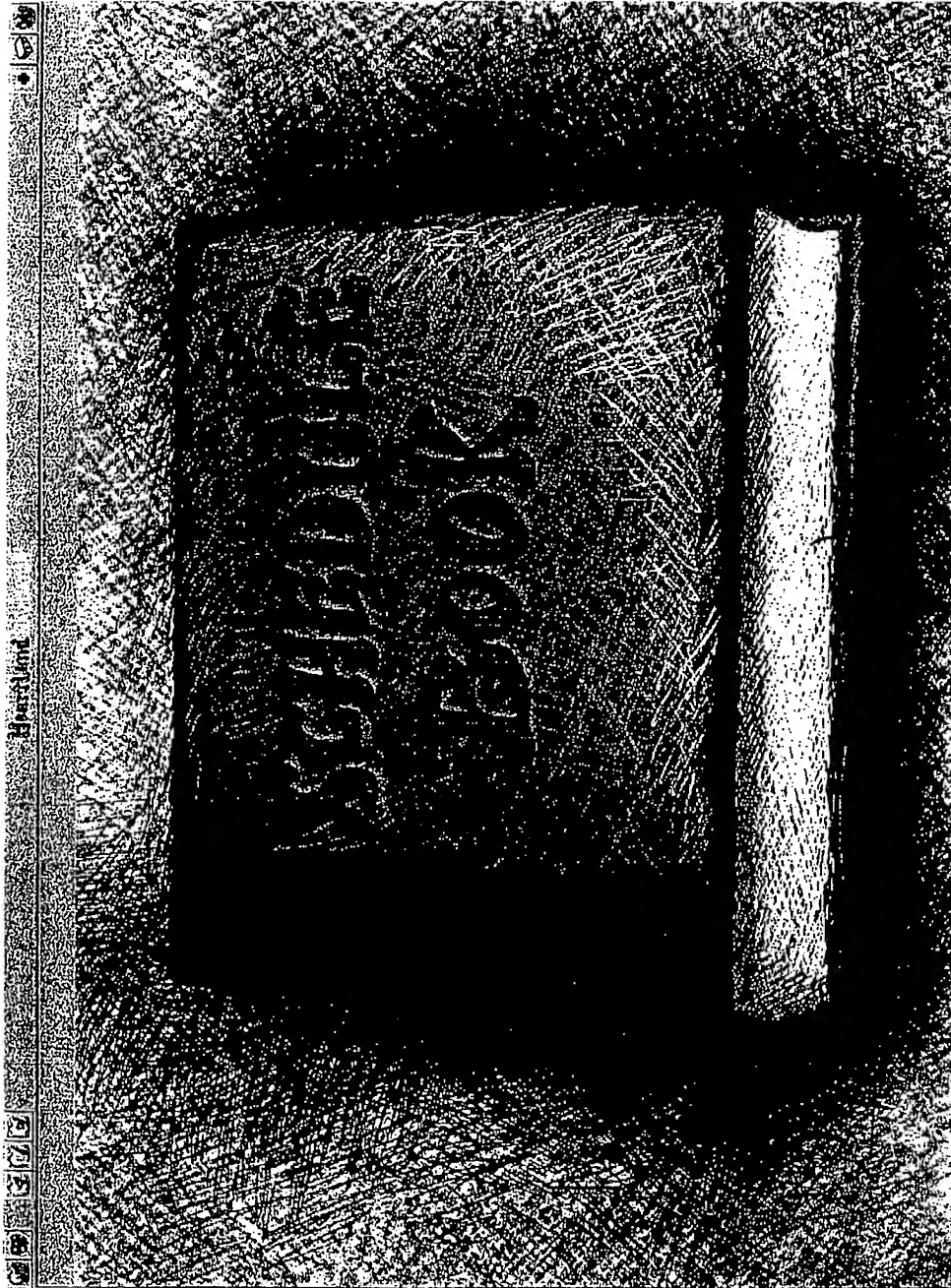


Fig. 10
90A

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100

106

108

TIME	GROUP	#	CITY	ACTIVITY
7:30 A.M.	Movies	4	LA, CA	Low
7:30 A.M.	Dog Lovers	15	LA, CA	High
7:30 A.M.	Purr-fectonist	18	NYC, NY	High
7:45 A.M.	Just for laughs	10	NYC, NY	Med.
8:00 A.M.	Spartans	12	Chicago, IL	Med.
7:30 A.M.	Travelers	5	LA, CA	Low
7:45 A.M.	Cool Set	8	LA, CA	Low
7:45 A.M.	Country Bunkins	12	Ithaca, NY	Med.
7:30 A.M.	City Slickers	8	NYC, NY	Low
7:45 A.M.	K9's	18	NYC, NY	High
8:00 A.M.	Water Babies	7	Dallas, TX	Med.
				104

Fig. 11

12/60

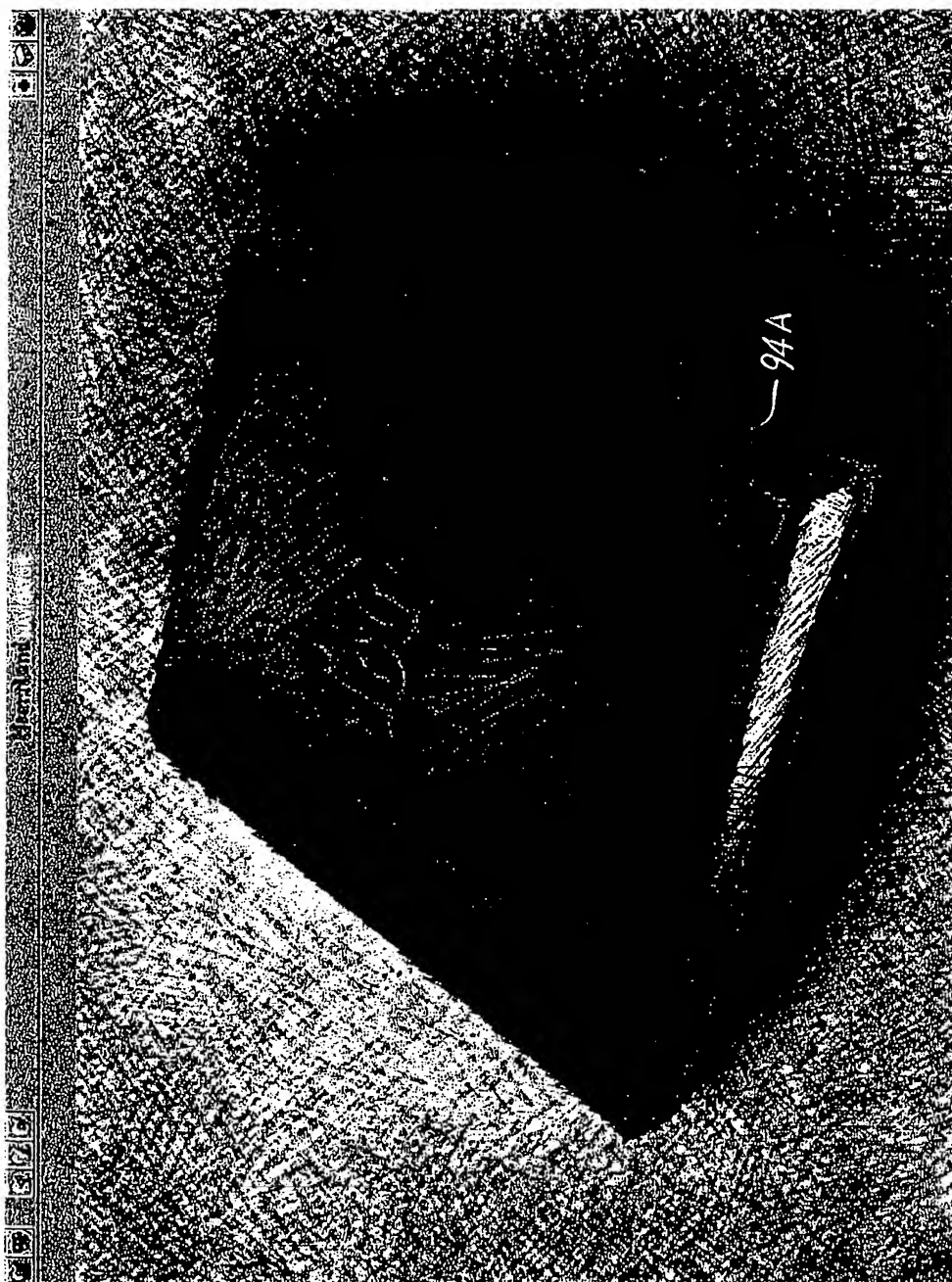


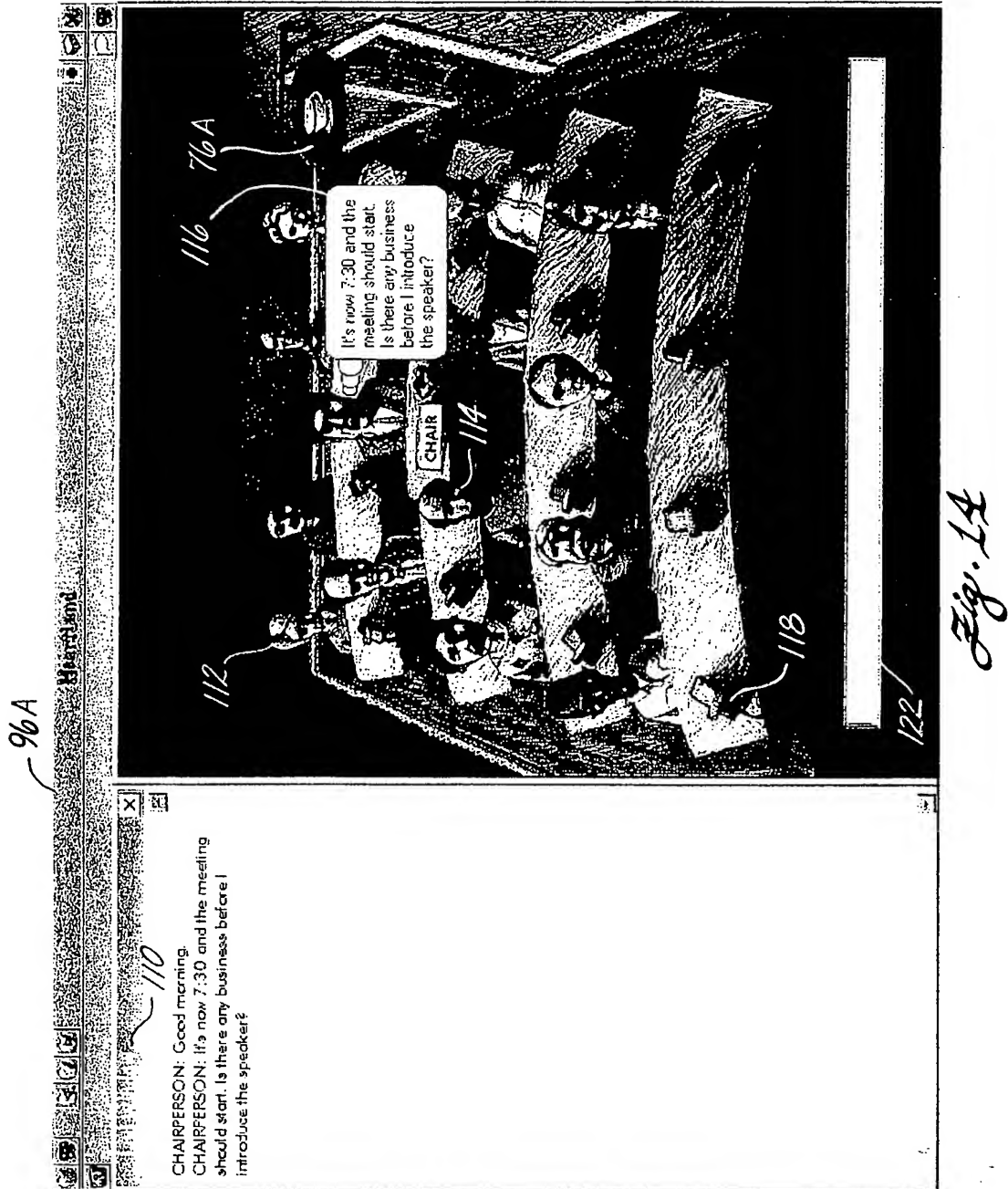
Fig. 12

13/60

EMOTICONS ~100		VITAL SIGNS ~102	
Happy	<input type="checkbox"/>	Heart Rate	82
Comprehending	<input type="checkbox"/>	Blood Pressure	160/98
more confident	<input type="checkbox"/>	Cholesterol	230
confident	<input type="checkbox"/>	Diet	<input type="checkbox"/> Y <input type="checkbox"/> N
committed	<input type="checkbox"/>		
Worried	<input checked="" type="checkbox"/>	EXERCISE ~104	
anxious	<input type="checkbox"/>	Walking	Y <input type="checkbox"/> N <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
scared	<input type="checkbox"/>	Stretching	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Aware	<input type="checkbox"/>	Stress Mgmt.	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Growing	<input type="checkbox"/>		
Failing	<input type="checkbox"/>		
Drifting	<input type="checkbox"/>		
Angry	<input type="checkbox"/>		
Sad	<input type="checkbox"/>		
Depressed	<input type="checkbox"/>		

Fig. 13

14/60



15/60

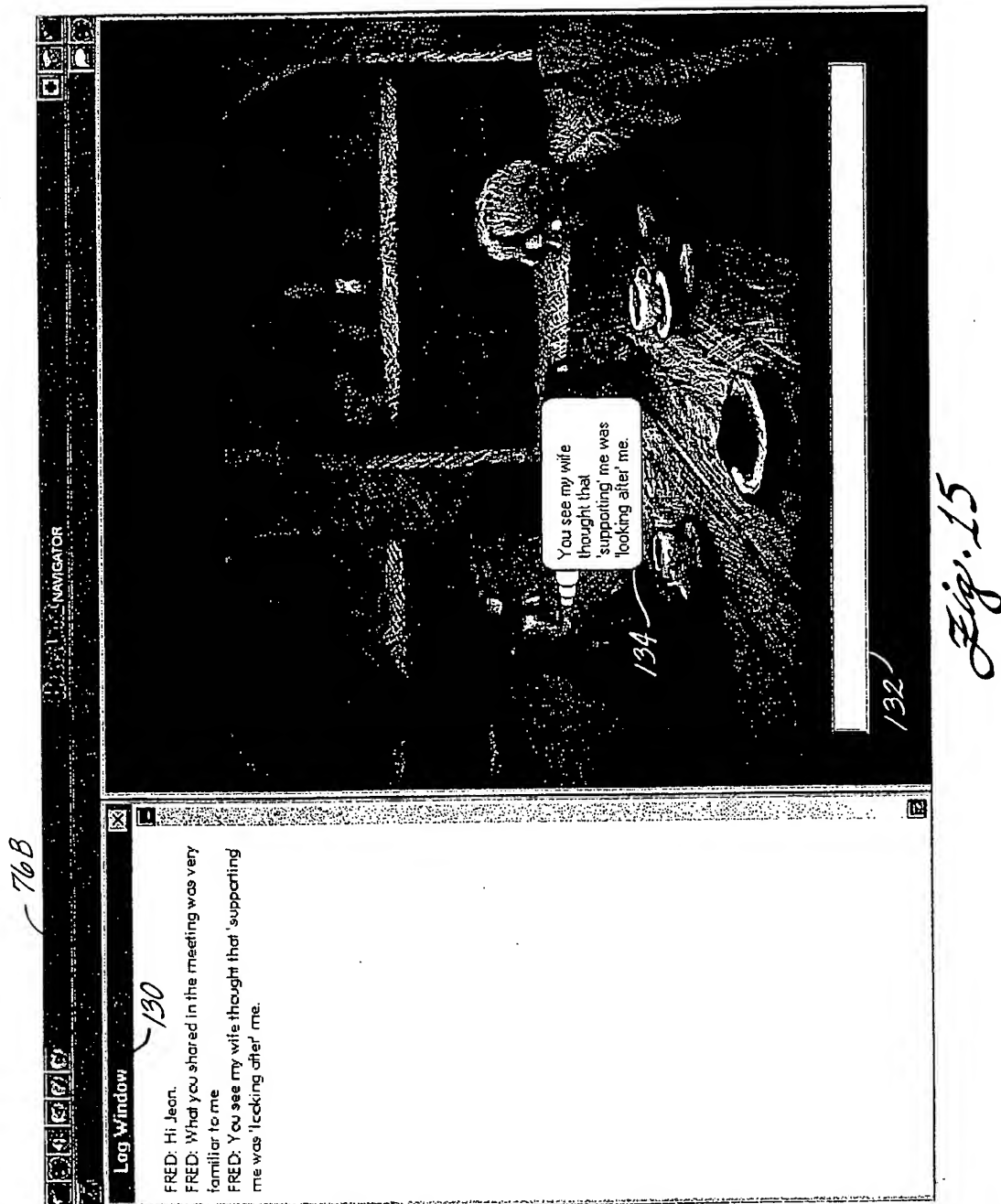
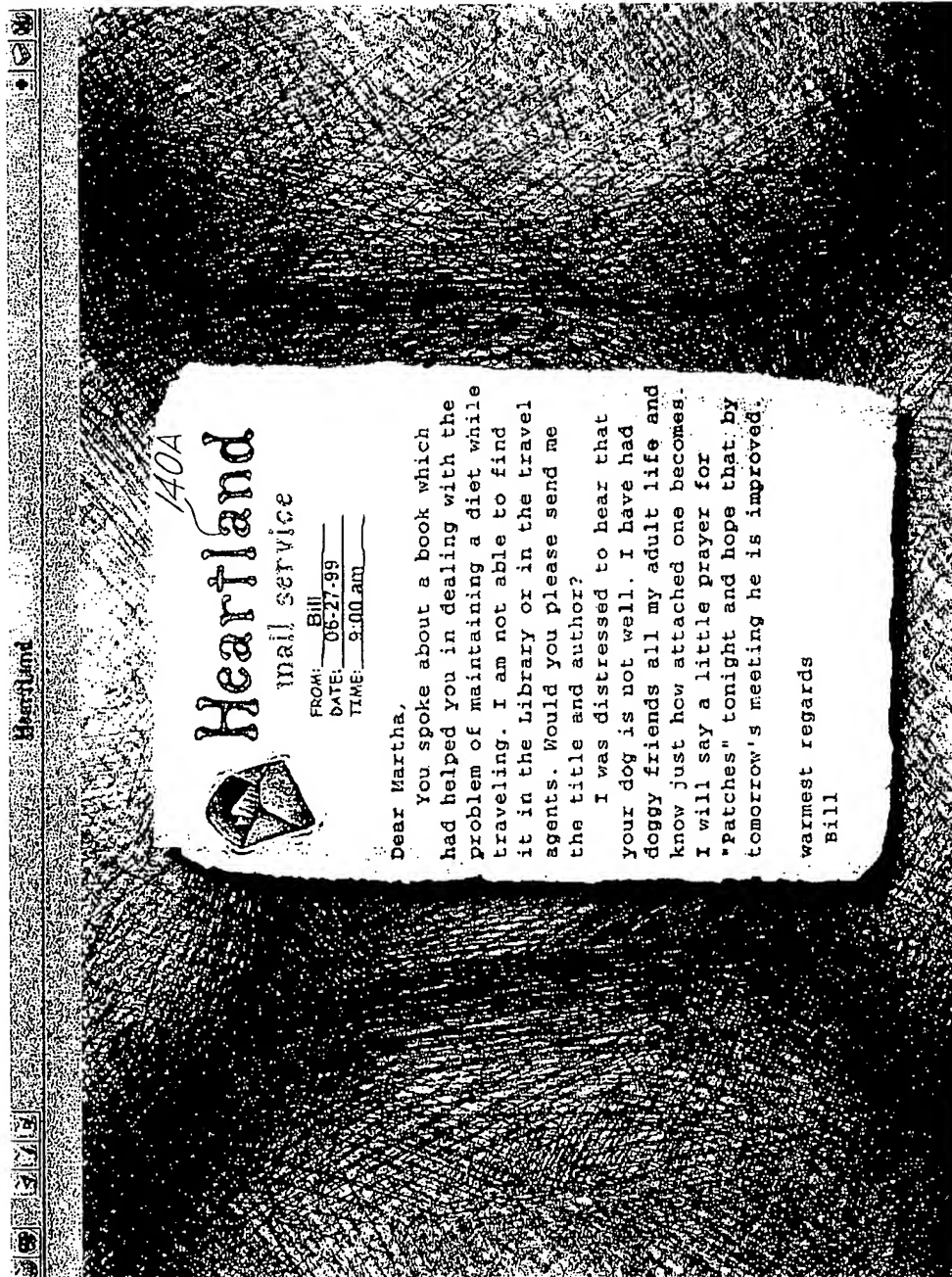


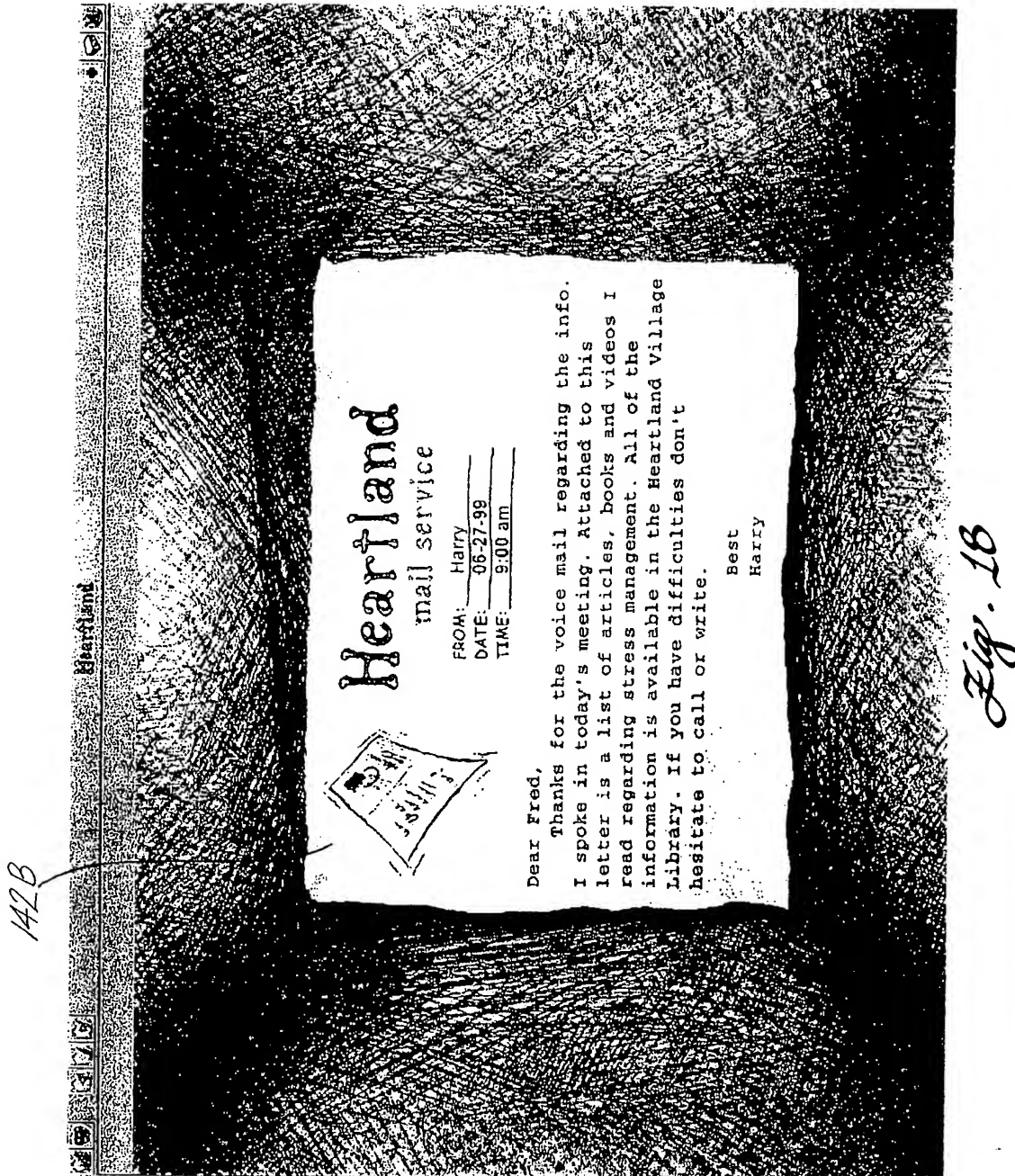


Fig. 16

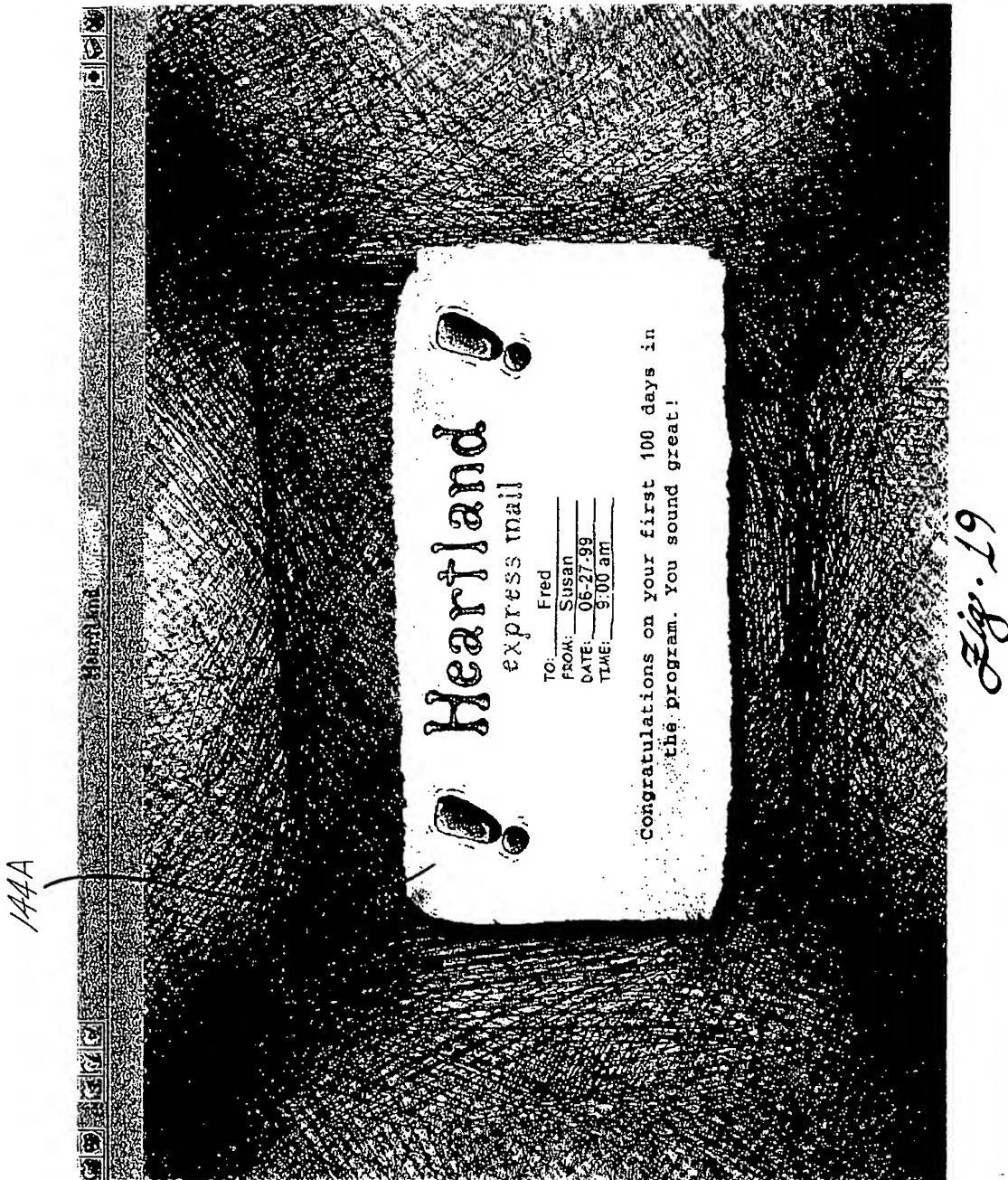
17/60



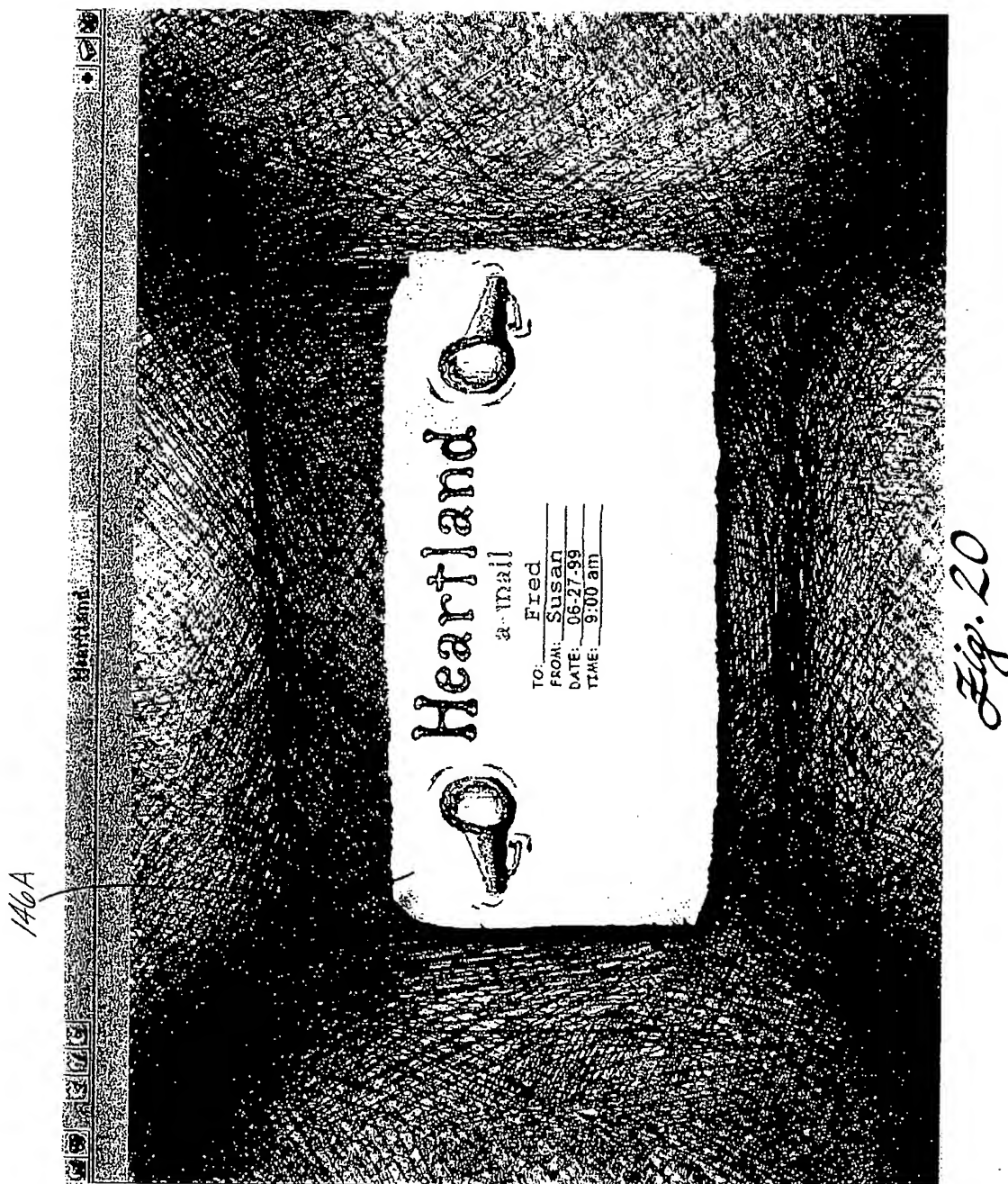
18/60

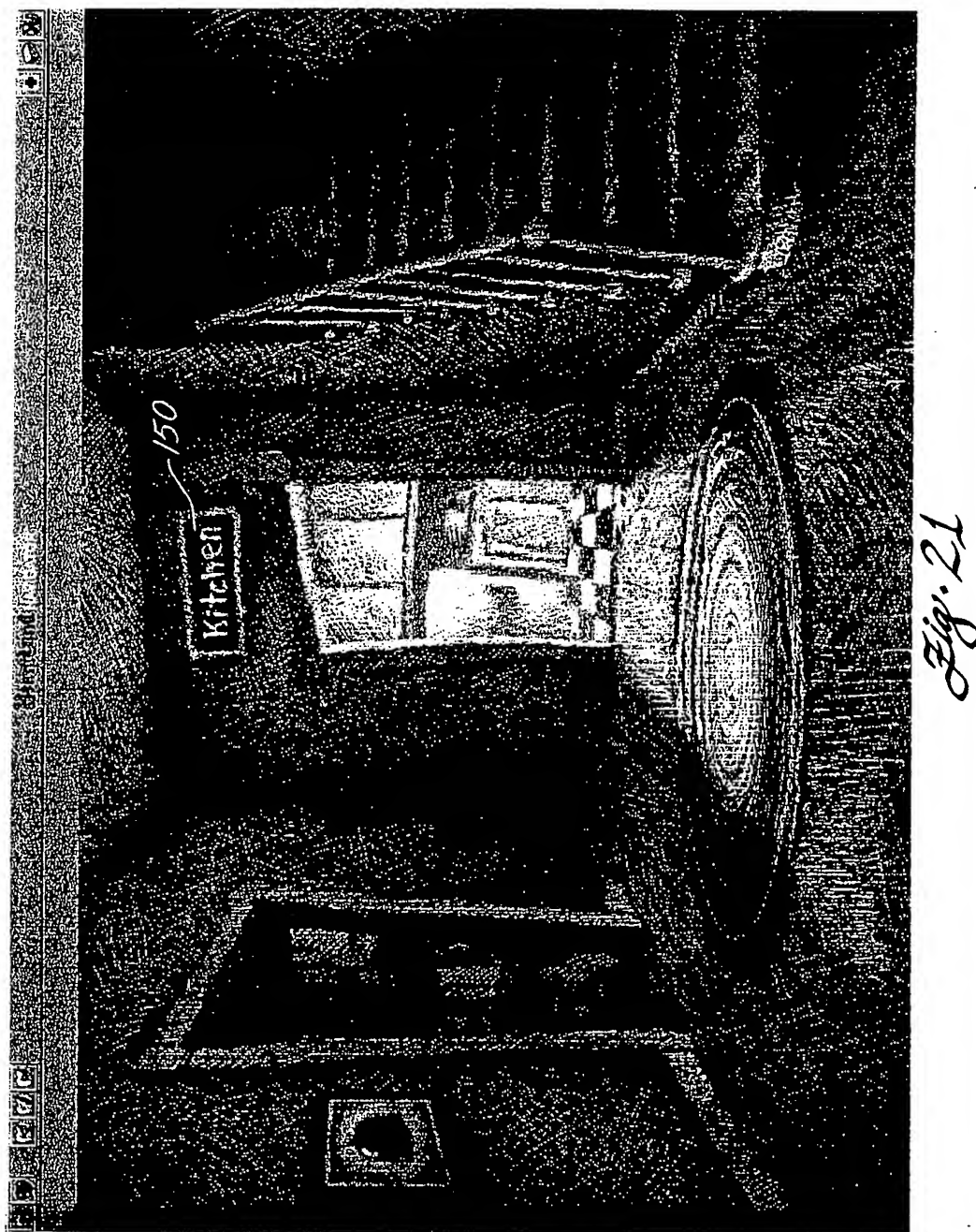


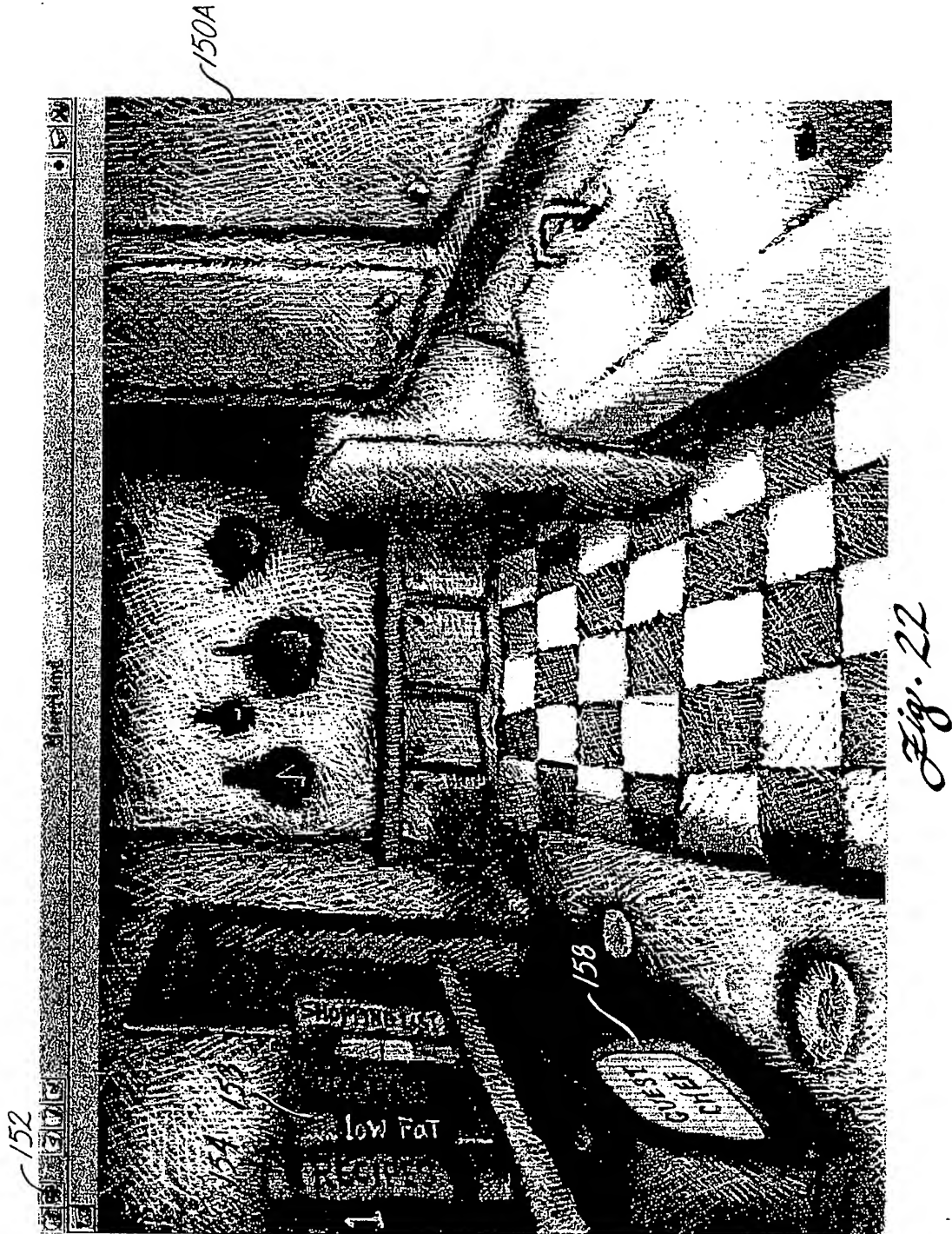
19/60



20/60







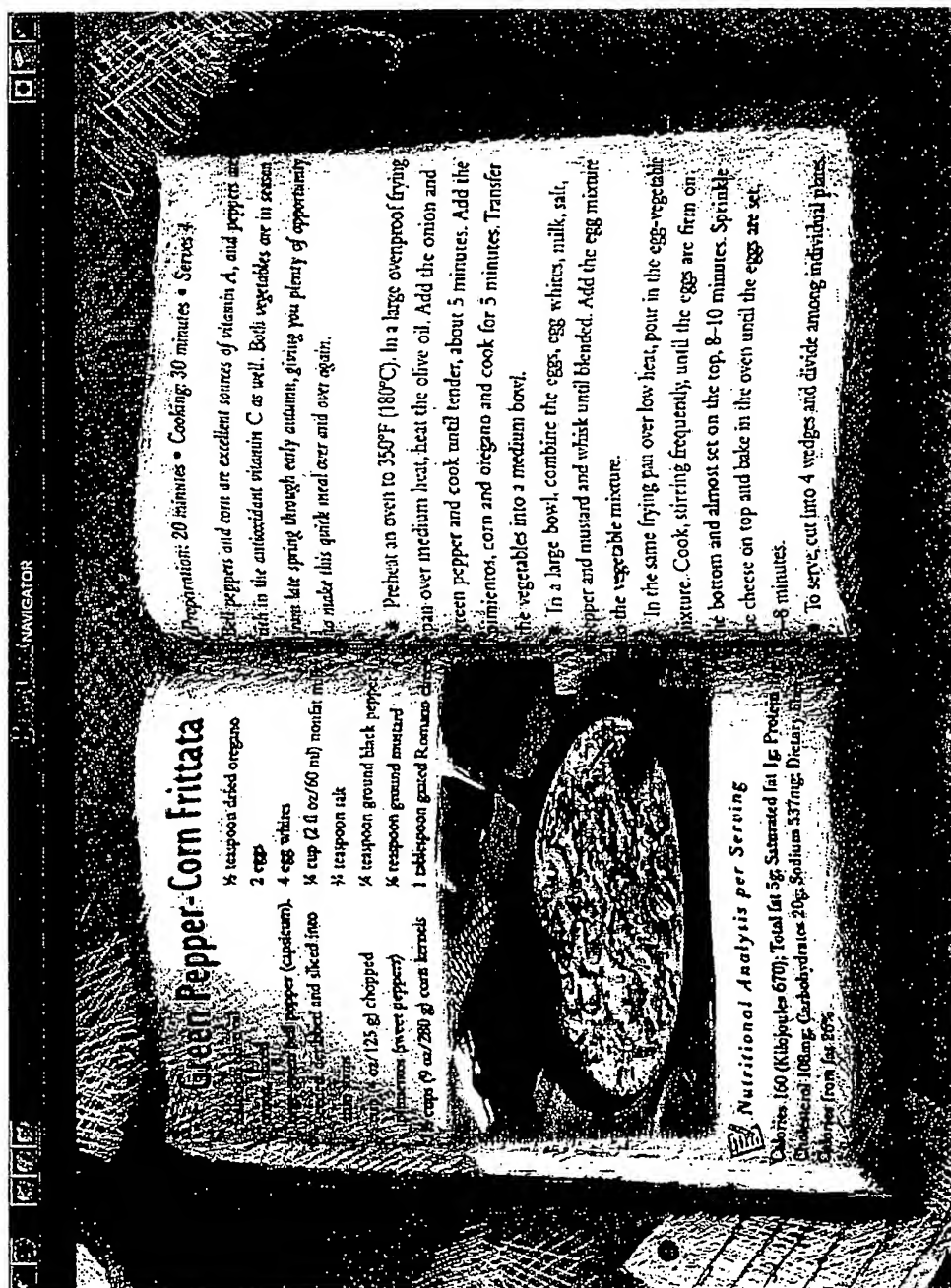


Fig. 23

154

24/60

NAVIGATOR

SHOPPING LIST OPRAH'S MENU #7

<u>VEGETABLES</u>	<u>MEATS</u>
2 Artichokes	4 lbs. Boneless Chicken Breast
3 Tomatoes	3/4 lb. Ground Turkey
1/4 lb. Mushrooms	1/2 lb. Filet of Sole
2 Onions	
3 Zucchini	<u>DAIRY</u>
2 Potatoes	1 qt. Low-Fat Cottage Cheese
1/2 lb. Green Beans	1 qt. Non-Fat Yogurt
2 Bell Peppers	1 qt. Non-Fat Milk
2 Heads Lettuce	
<u>FRUITS</u>	<u>OTHER</u>
3 Apples	1 Sour Dough Bread
3 Oranges	1/2 lb. Box Rice
3 Bananas	1 box Oat Meal
1/4 lb. Strawberries	1 box Grape Nuts
1/4 lb. Blueberries	1 box Whole Wheat Spaghetti
1/4 lb. Raspberries	
1 Cantaloupe	
1/2 Watermelon	

Fig. 2A

156

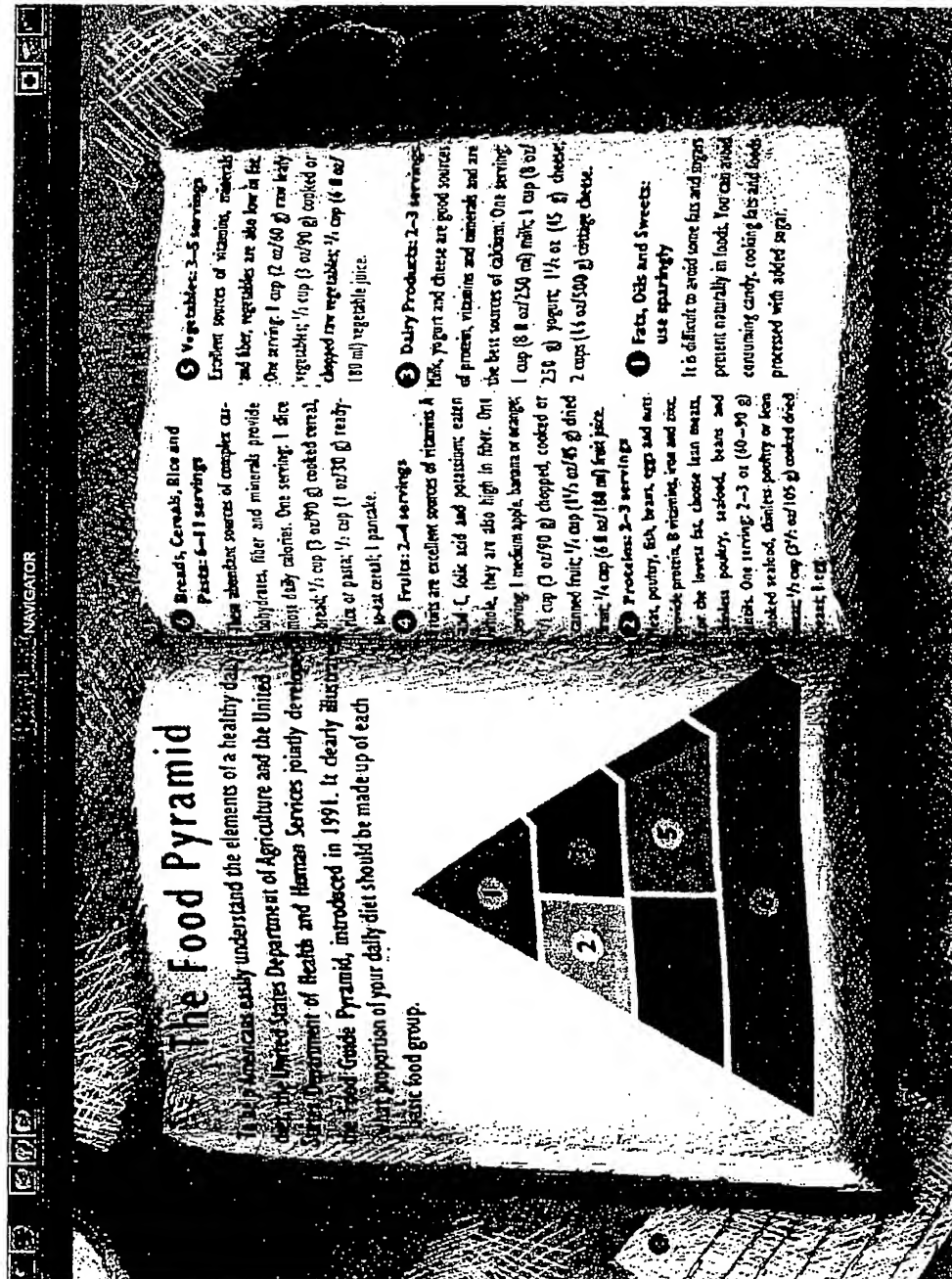


Fig. 25

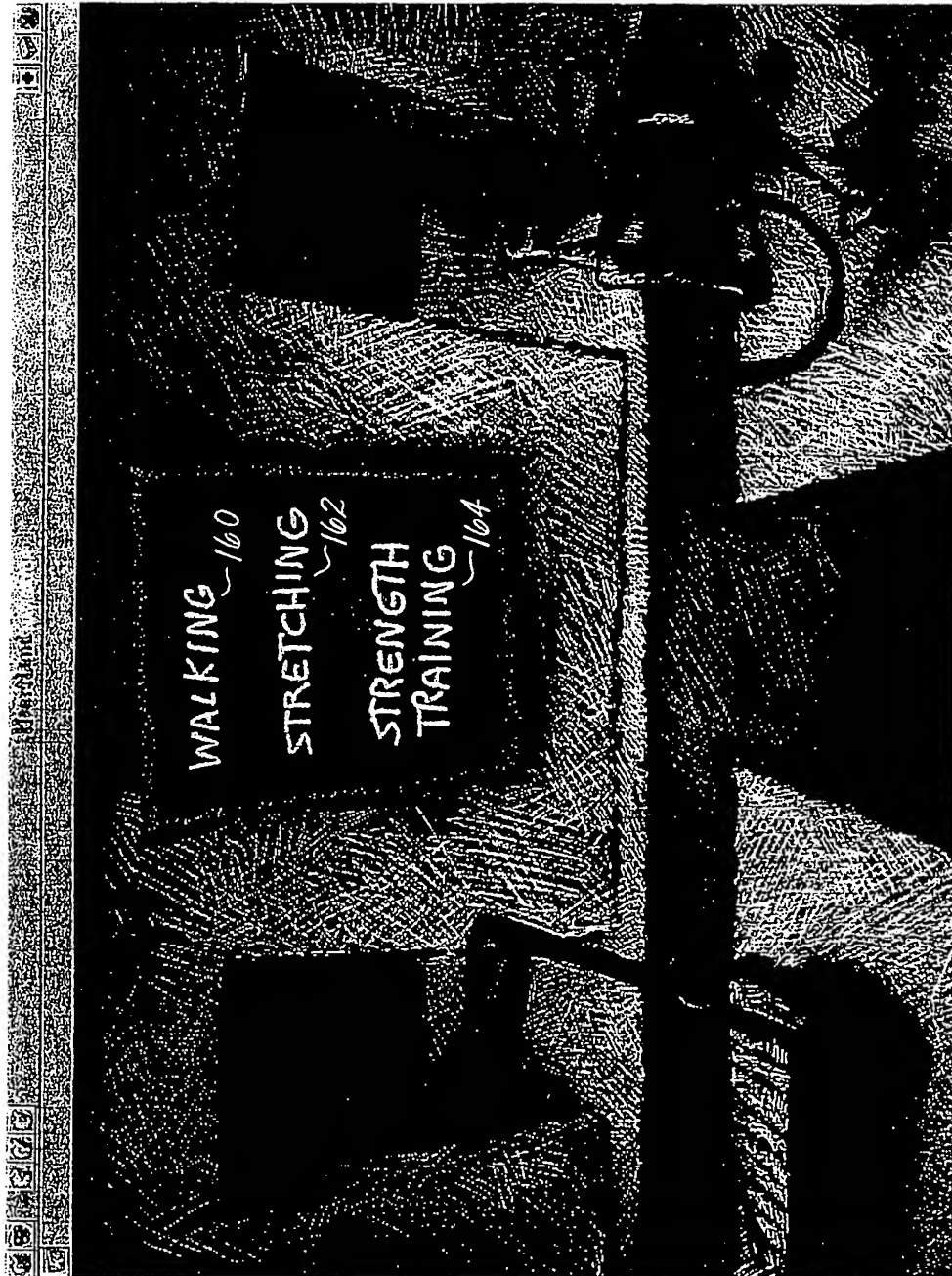


Fig. 26

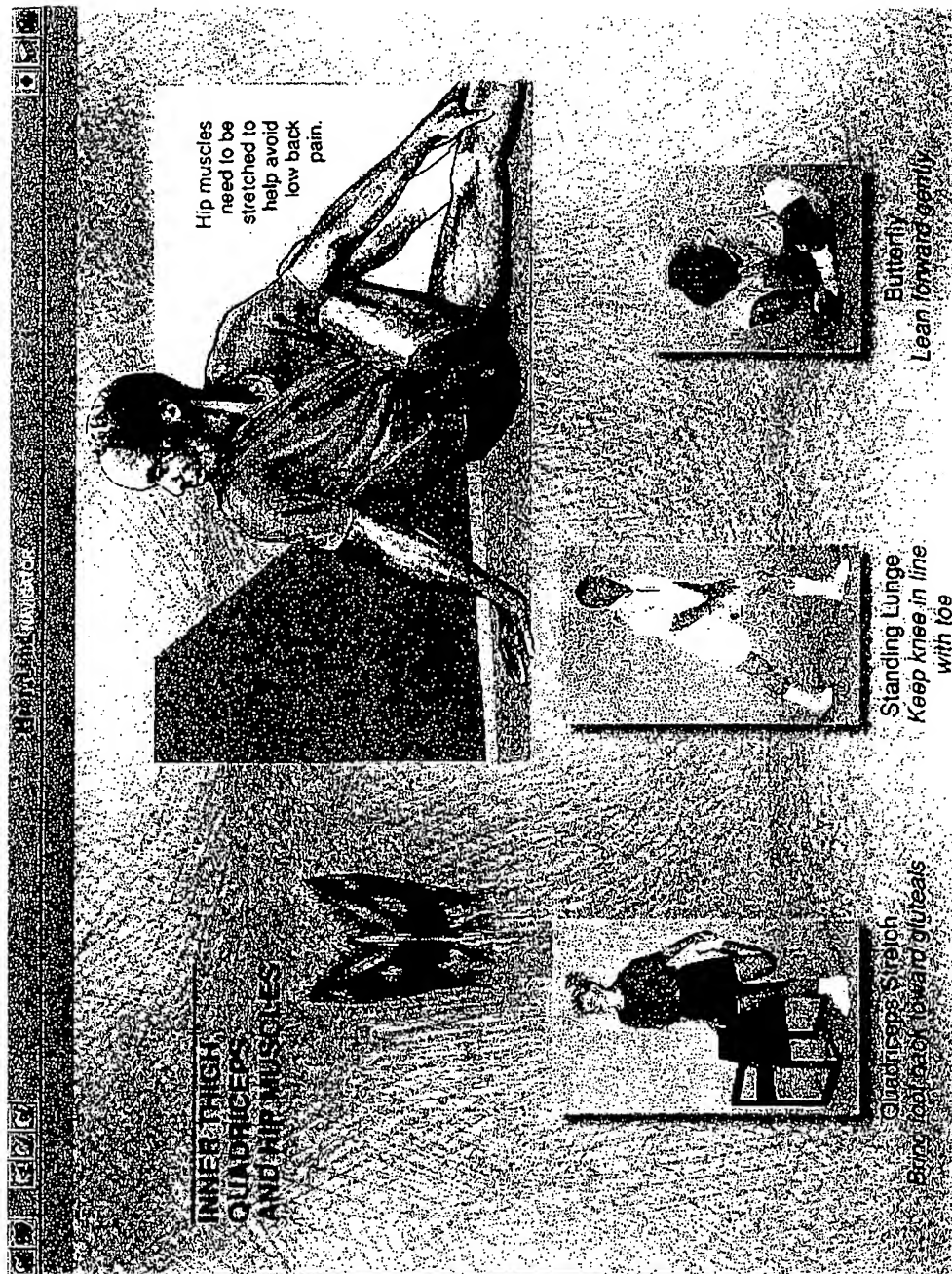
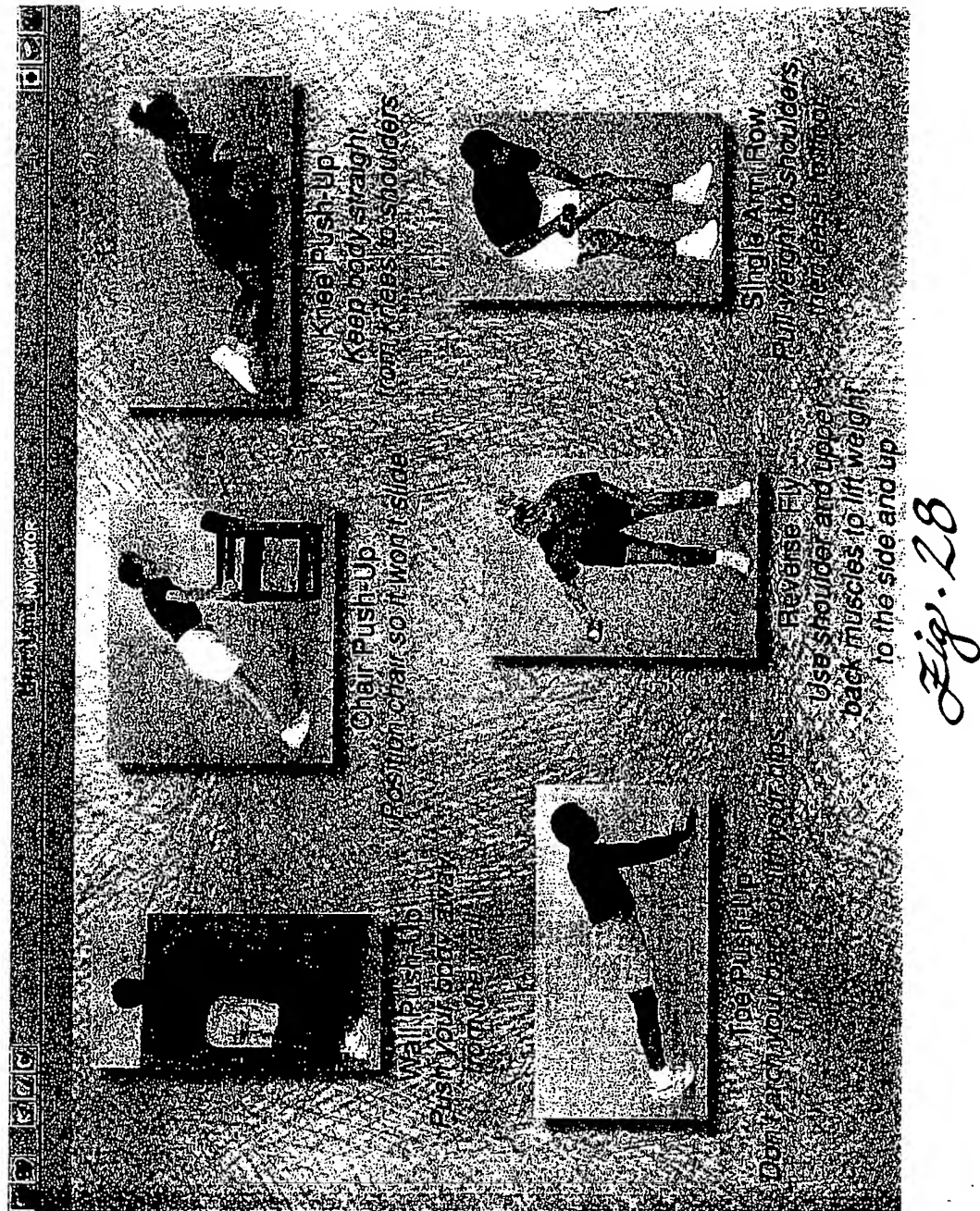
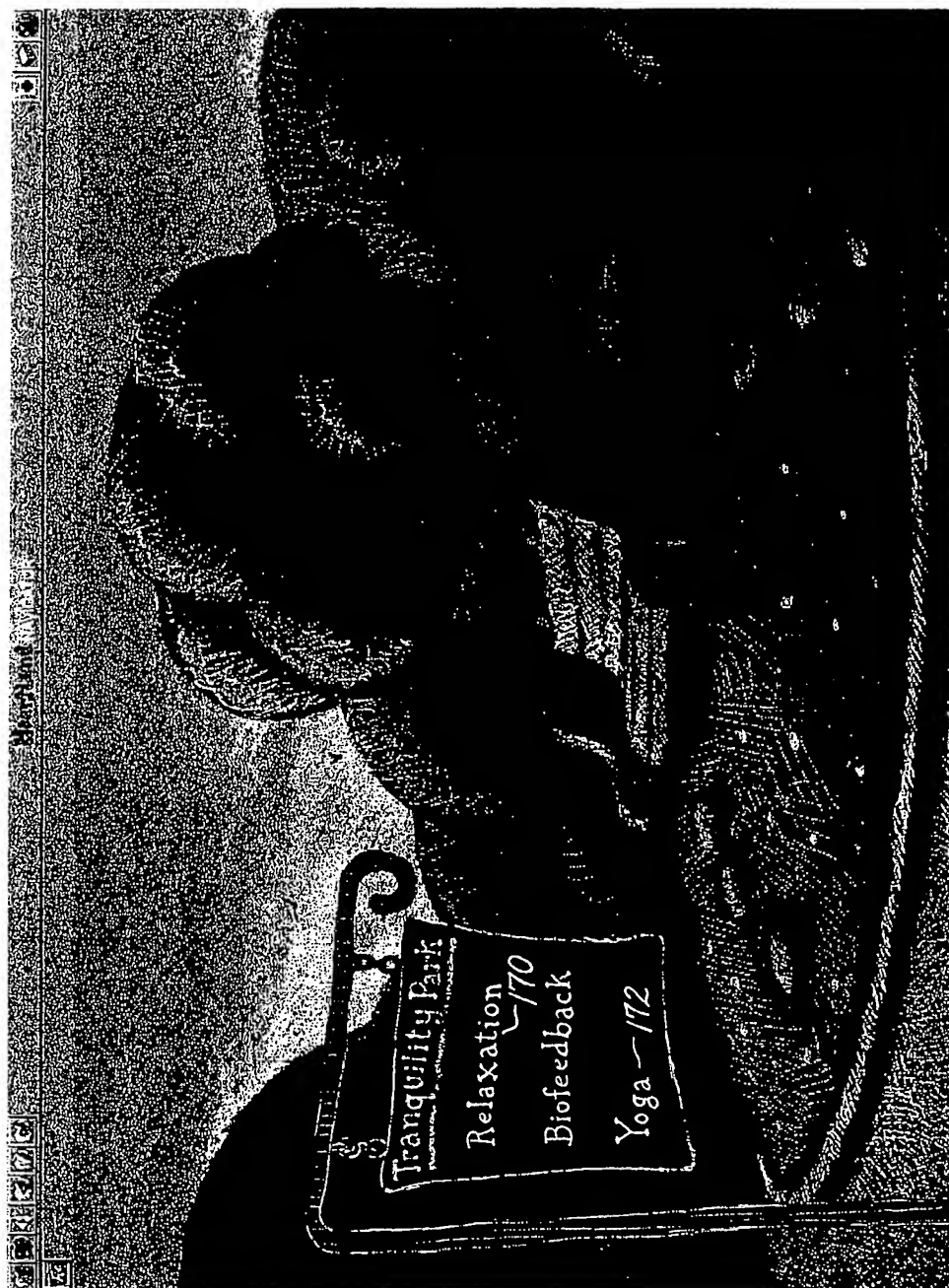


Fig. 27





Now do anything you would like to do to make the place more homelike and comfortable. You might want to build some type of house or shelter there, perhaps just surround the whole area with a golden light of protection and safety, create and arrange things there for your convenience and enjoyment, or do a ritual to establish it as your special place.

From now on this is your own personal inner sanctuary, to which you can return anytime just by closing your eyes and desiring to be there. You will always find it healing and relaxing to be there. It is also a place of special power for you, and you may wish to go there every time you do creative visualization.

You may find that your sanctuary spontaneously changes from time to time, or that you want to make changes and additions to it. You can be very creative in your sanctuary and have a lot of fun there ... just remember to retain the primary qualities of peacefulness, tranquility, and a feeling of absolute safety.

Creating Your Sanctuary

One of the first things you should do when you start using creative visualization is to create a sanctuary within yourself where you can go anytime you want to. Your sanctuary is your ideal place of relaxation, tranquility, and safety and you can create it exactly as you want it.

Close your eyes and relax in a comfortable position. Imagine yourself in some beautiful natural environment. It can be anyplace that appeals to you ... in a meadow, on a mountaintop, in the forest, beside the sea. It could even be under the ocean, or on another planet. Wherever it is, it should feel comfortable, pleasant, and peaceful to you. Explore your environment, noticing the visual details, the sounds and smells, any particular feelings or impressions you get about it.

Fig. 30

31/60

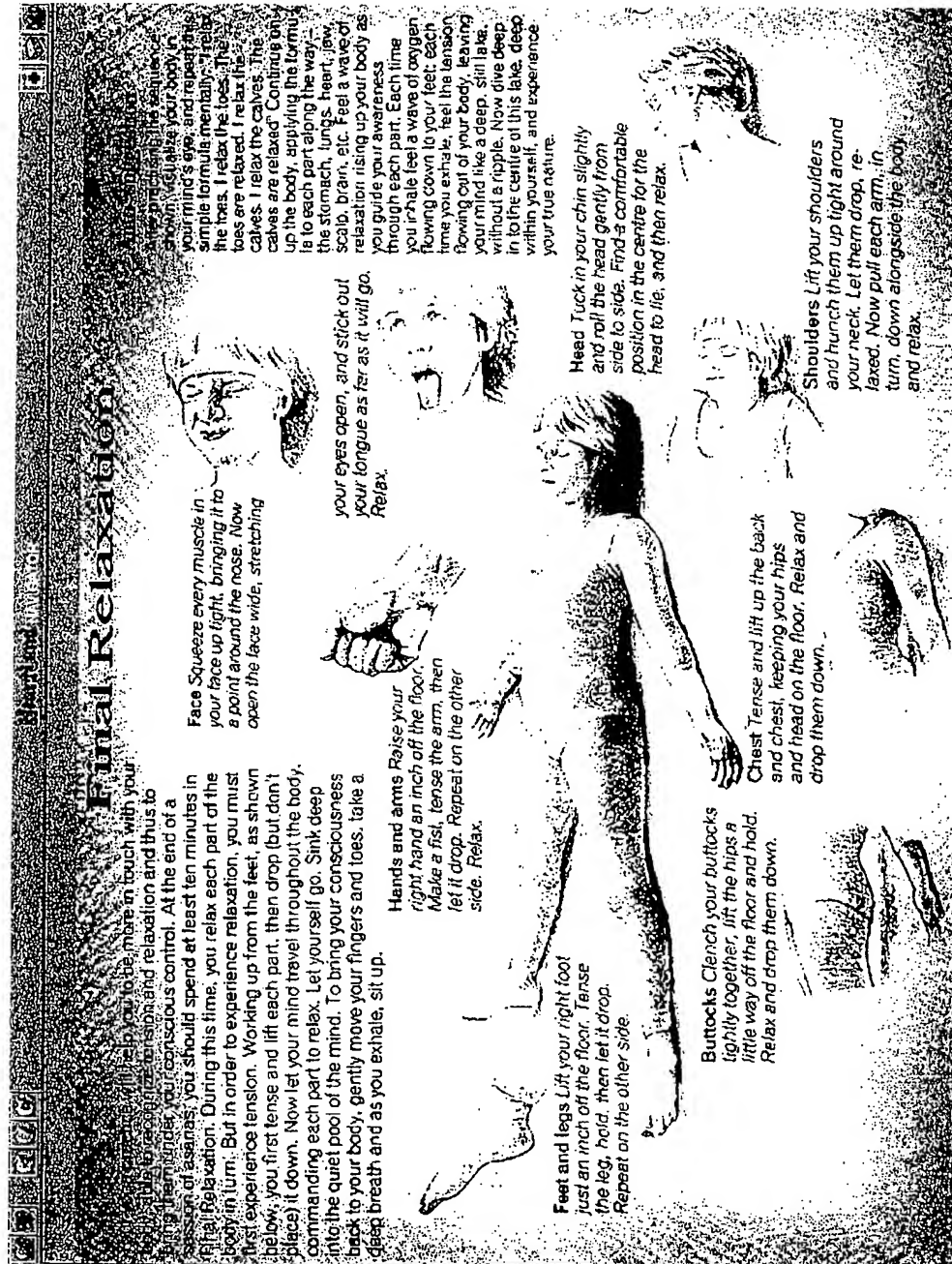


Fig. 31



33/60

NAVIGATOR

Heartland

Book List

Recovering from Cardiovascular Disease	Eating Right to Reduce Cholesterol
Post Surgery Guidelines for Heart Patients	Knowing When You Are at Risk for a Heart Attack
The Most Frequently Asked Questions about Heart Disease	The Road to Recovery after a Heart Attack
Lifestyle Change: an Alternative to Cardiovascular Surgery	Coping Techniques for Heart Patients
How to Monitor Your Blood Pressure	How to Prevent Heart Disease through Diet and Exercise
Low Fat Eating for a Healthy Heart	Lifestyle Modifications for a Healthy Heart
Heart Healthy Eating	Knowing You Are Not Alone in Coping with Heart Disease
Cholesterol and Heart Disease	Recovering from a Heart Attack
Heart Healthy Tips that Can Save Your Life	The Direct Link between Diet, Exercise, and Heart Disease
Lowering Your Blood Pressure	Do You Have Heart Disease?
Living with High Blood Pressure	Positive Thinking: Tackling Heart Disease
Diabetes and Heart Disease	Heart Disease Prevention
How to Keep Your Blood Pressure Down	Statistics on Heart Disease
Cardiovascular Wellness	A Heart Attack Can Save Your Life
Stress and High Blood Pressure	Physicians Desk Reference

Linked Web Sites

Medline	Grateful Med
American Heart Association	Online Health Resources

Fig. 33

Today's Question: Which blood tests are indicated for assessment of the impotent patient? (Answer)

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 It's time to
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 Morning
 2
 Graphy
 Quiz
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[Sarojini S. Budden, MD, Oregon Health Sciences University in Portland](#)
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Primary

Recognizing and Treating Depression in the Elderly
[Mark D. Miller, MD, University of Pittsburgh Medical Center](#)

Fig. 3A

Primary

NAVIGATOR	
DETERMINING YOUR TARGET HEART RATE ZONE	
1. Take your pulse on your neck or wrist.	
2. Subtract your age from 220.	$\begin{array}{r} 220 \\ - 40 \text{ Sample Age} \\ \hline \end{array}$
	Maximum heart rate 180
3. Multiply maximum heart rate by .55	$\begin{array}{r} 180 \\ \times .55 \\ \hline \end{array}$
	Lower heart rate limit 99
4. Multiply maximum heart rate by .85	$\begin{array}{r} 180 \\ \times .85 \\ \hline \end{array}$
	Upper heart rate limit 153
5. Your target heart rate zone is defined by lower and upper heart rate limits.	
TO SEE IF YOU ARE IN YOUR TARGET HEART RATE ZONE	
Take your pulse for :10 seconds and multiply that number by six.	
This should be in your Target Heart Rate Zone.	

Fig. 35

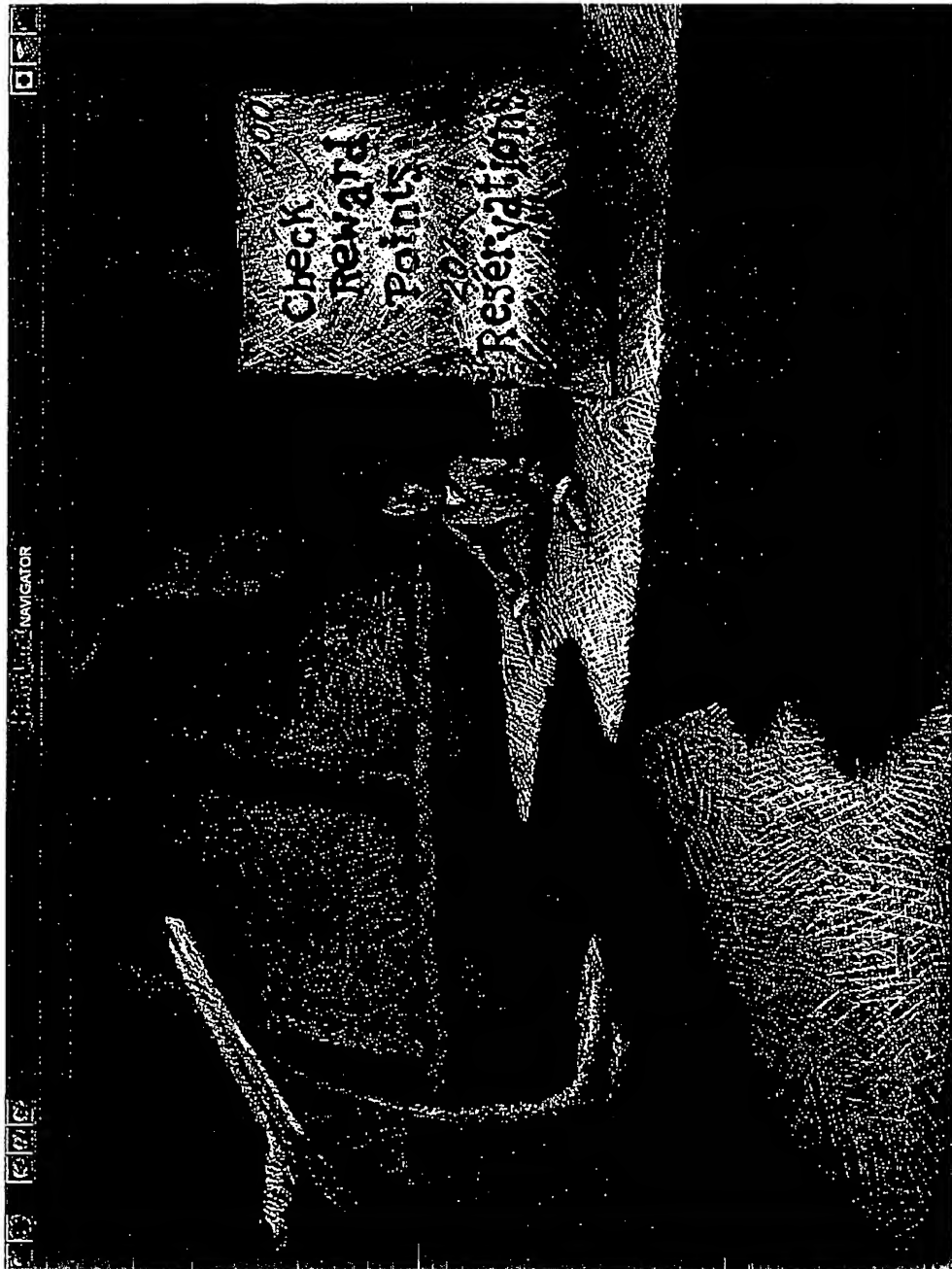
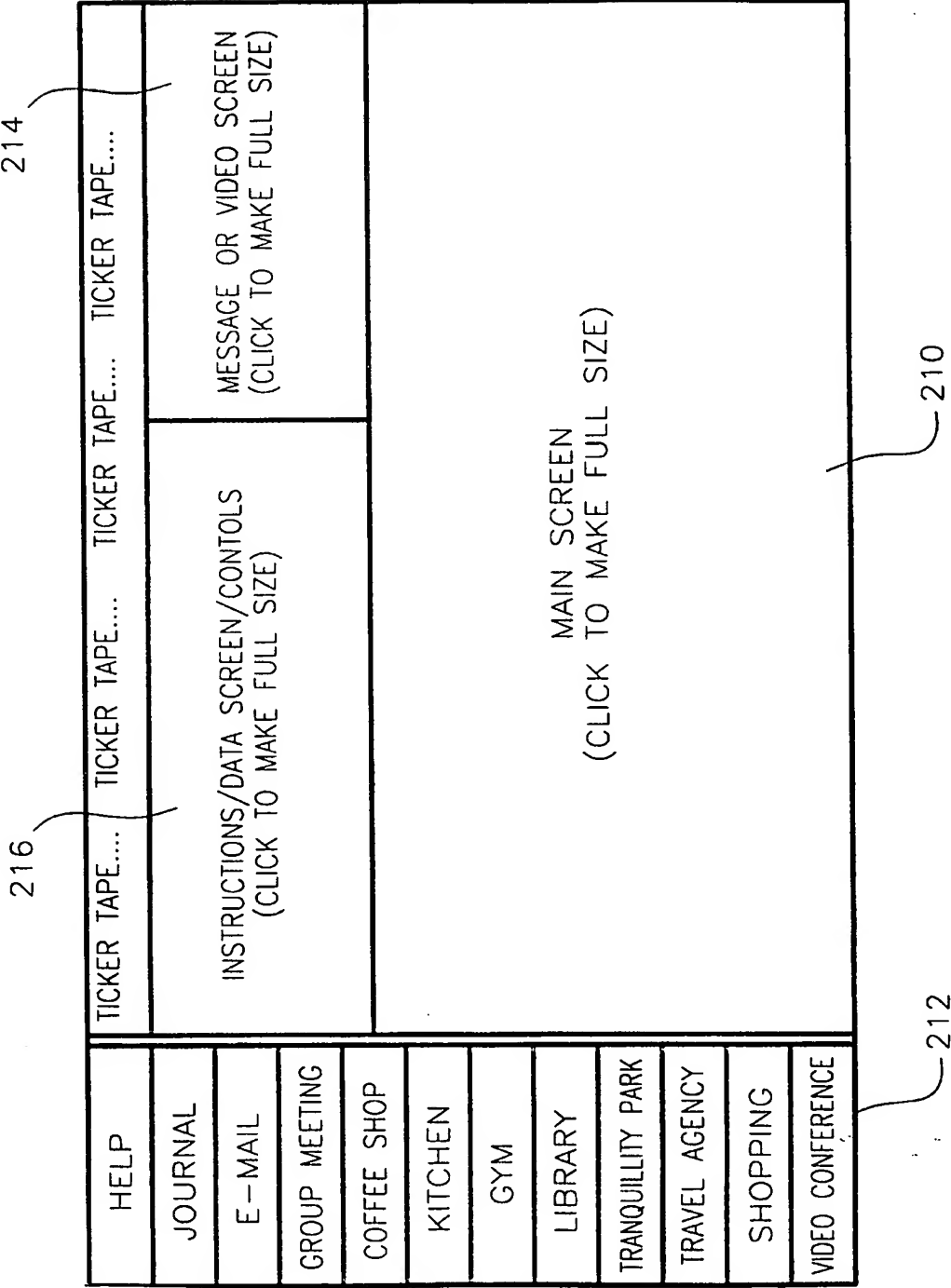
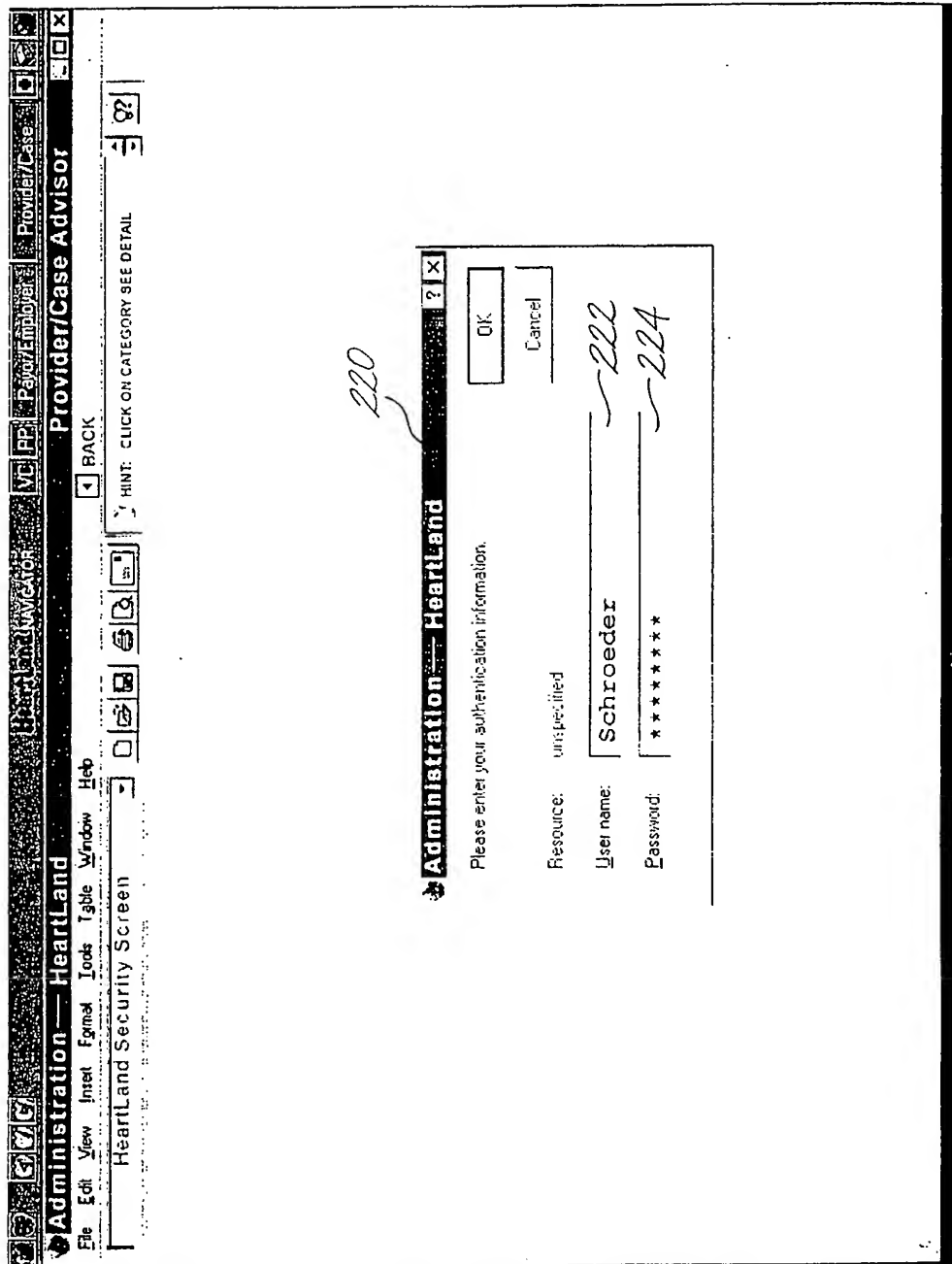


Fig. 36

FIG. 37





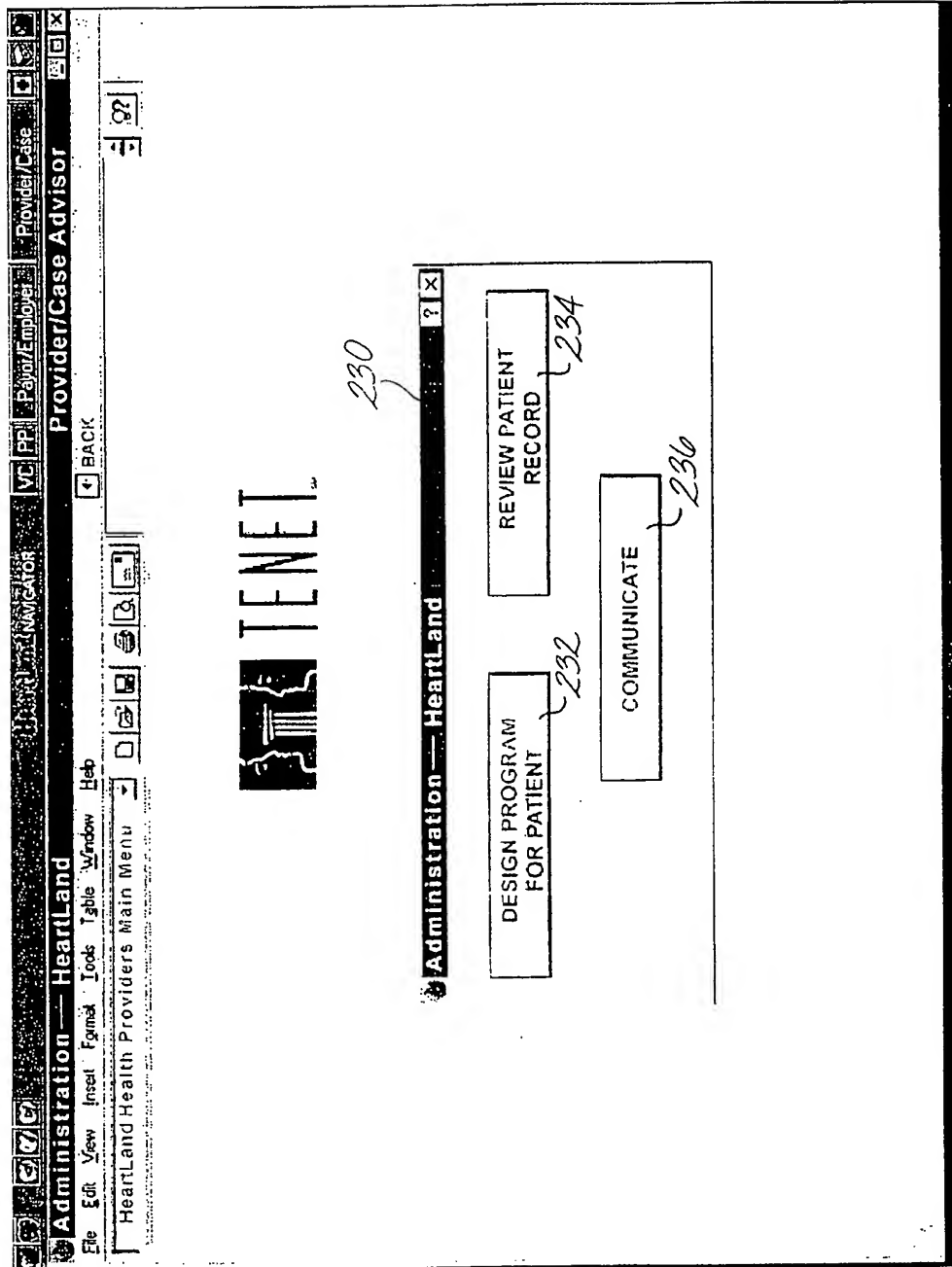


Fig. 39

40/60

Administration — HeartLand

File Edit View Insert Format Tools Table Window Help

Heartland Case Management Review

Heartland Case Management Review

Provider/Case Advisor

BACK BEHAVIOR RECOMMEND

HINT: CLICK ON CATEGORY SEE DETAIL

Chosen case for review: Fred Smith

Heartland I.D. #: 23-542

Subscriber since: 1-2003

Date: 3/10/98

Social Security #: 213-48-3947

Total weeks on Heartland program: 1

Fred Smith: 48 years, anterior M.I. 1/6/98

Risk Factors: Hypertension, smoker, lack of exercise, elevated LDL cholesterol

Goals

B.P. < 140/90 mmHG

Complete Smoking Cessation

45 mins walking / 7 days week / 6

WEIGHT: 170

BMI: 25.00

3.5 (10=MAX)

Compliant use of Medications

2,800 cal / day

15% fat calories

100 mg/dl

45 mg/dl

190

BASELINE	2/10/98	2/17/98	3/24/98	3/29/98	4/3/98
HBP (160/98 mmHG)	156/96	156/92	148/90	148/90	146/92
Cigarettes/day (20)	15	10	0	0	0
Physical Activity minutes/week/URPE	0/0/0	20/3/3	30/4/2	35/4/3.5	35/4/4
Resting H.R. 88	79	68	69	67	67
Weight baseline (180 lbs.)	179 lbs.	178 lbs	176 lbs.	175 lbs.	172 lbs
Stress level (8) (weekly average)	7.0	7.2	6.9	6.1	6.9
Aspirin 325 mg/day (missed dose/wk)	1	2	1	1	1
Hydrochlorothiazide 12.5 mg. daily (missed dose/wk)	1	1	0	0	0
Lovastatin 20 mg/day (missed dose/wk)	1	1	0	0	0
Calories avg /day	3,500	3,300	3,100	3,100	3,100
Fat Calories %	45%	45%	20%	20%	20%
Cholesterol - LDL	142 mg/dl	140 mg/dl	125 mg/dl	125 mg/dl	125 mg/dl
Cholesterol - HDL	35 mg/dl	37 mg/dl	39 mg/dl	39 mg/dl	39 mg/dl
Cholesterol	246	225	210	210	210

Fig. 40

41/60

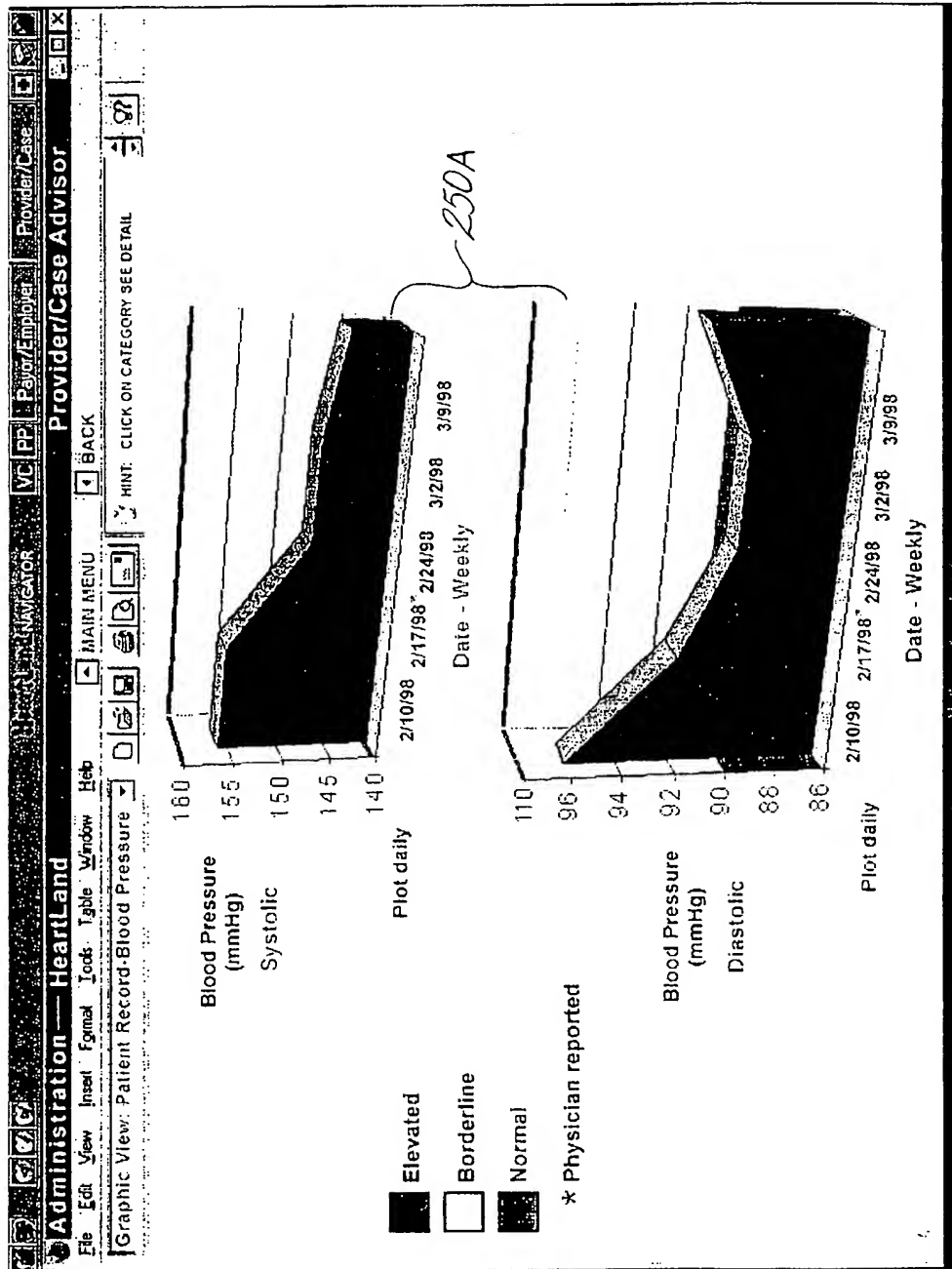


Fig. 41

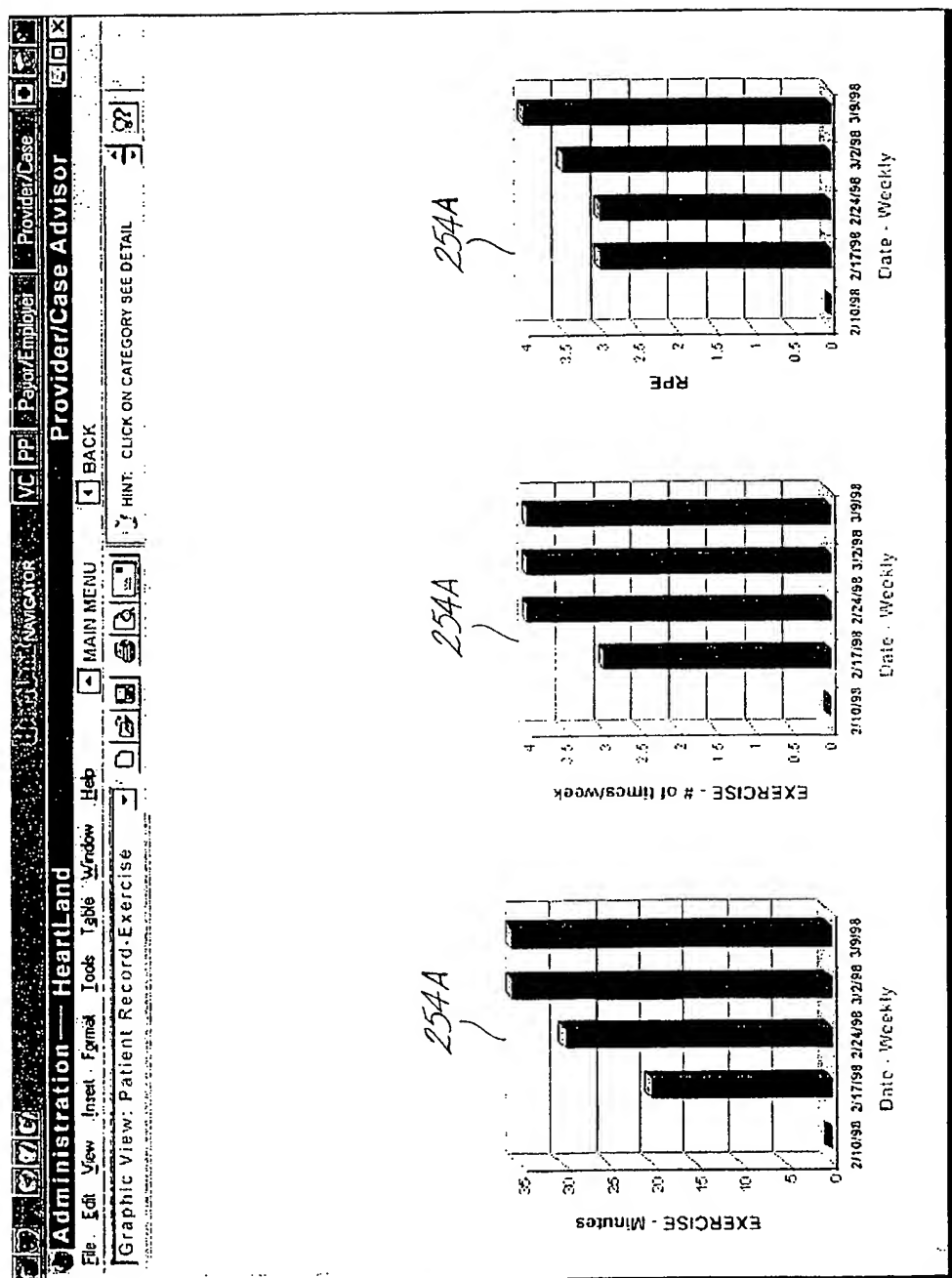


Fig. 42

43/60

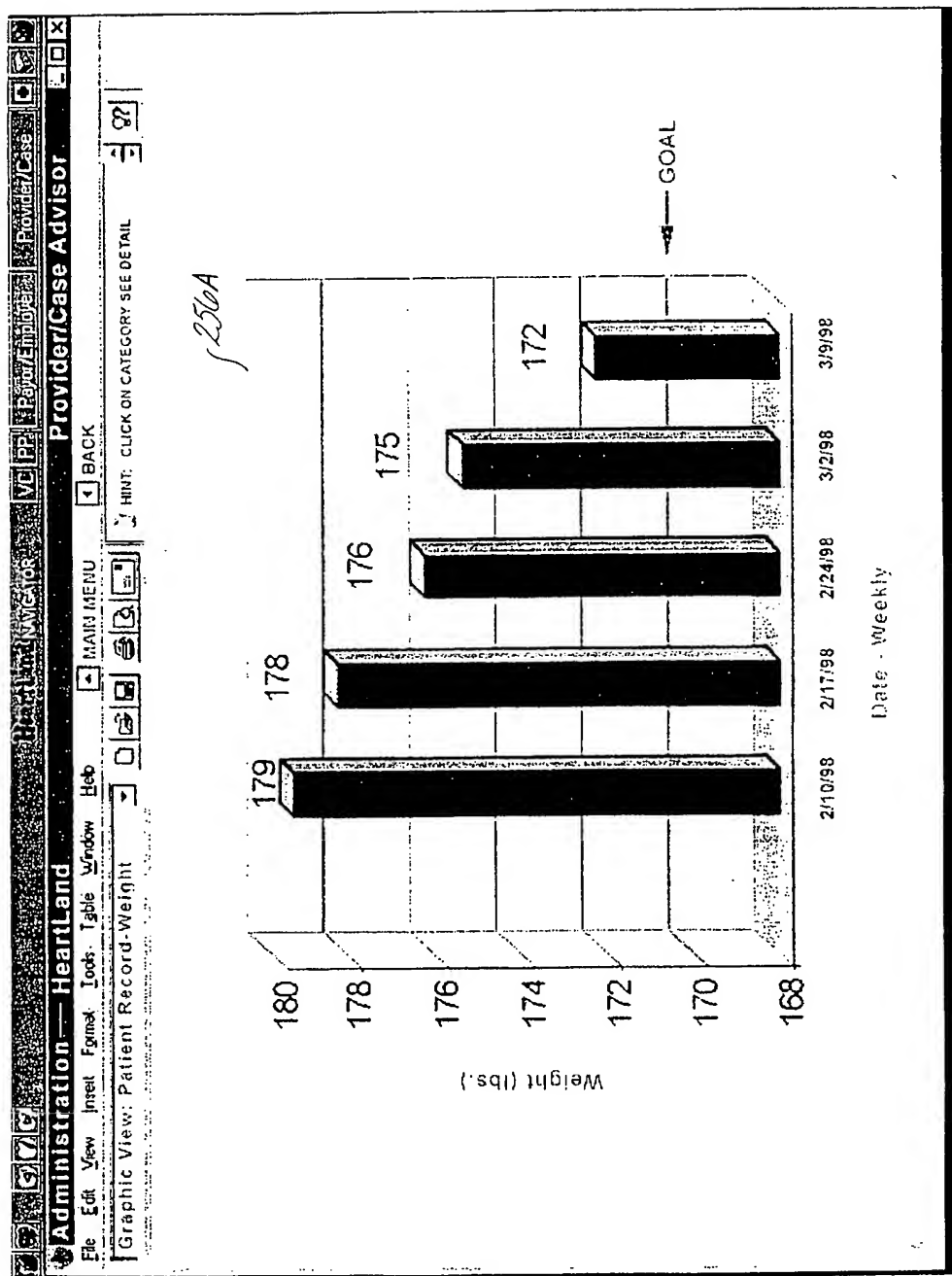


Fig. 43

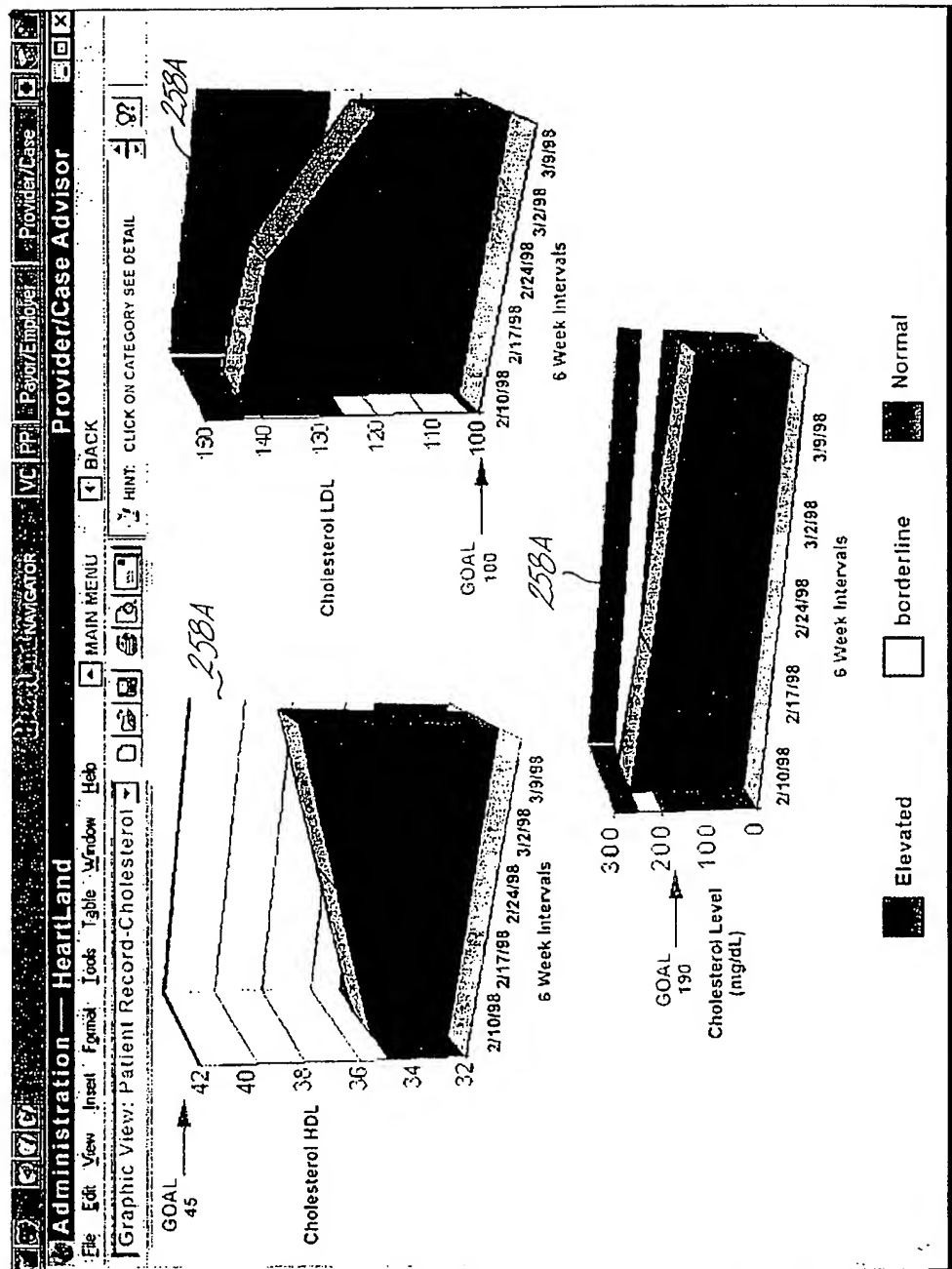


Fig. 44

Administration — HeartLand

File Edit View Insert Format Window Help

HeartLand Behavioral Change Assessment

Provider/Case Advisor

VC FPI Editor/Employee Provider/Case

MAIN MENU BACK

HINT: CLICK ON CATEGORY SEE DETAIL

BEHAVIORAL CHANGE ASSESSMENT — Fred Smith

	2/10/98	3/25/98	Goal
Behavioral Intention	2	3	4
Self Efficacy	3	3	4
Social Support	2	3	4
TOTAL	7	9	12

NOTE: Change Assessment Scored as follows:

<u>Behavioral Intention</u>	<p>1 No intention to change</p> <p>2 Considering change</p> <p>3 Committed to change</p> <p>4 Strongly committed to change</p>
<u>Self-Efficacy</u>	<p>1 No confidence in ability to change</p> <p>2 Little confidence in ability to change</p> <p>3 Confidence in ability to change</p> <p>4 Certain of ability to change</p>
<u>Social Support</u>	<p>1 Co-workers, friends and family sabotage efforts to change</p> <p>2 Co-workers, friends and family are apathetic to change</p> <p>3 Co-workers, friends and family are helpful and co-operative</p> <p>4 Co-workers, friends and family are willing to change also</p>

Fig. 45

Administration — HeartLand File Edit View Insert Format Tools Table Window Help		Provider/Case Advisor VCL PP P Patient/Employee P Provider/Case	
[Main Menu] [Back]		HINT: CLICK ON CATEGORY SEE DETAIL	

HeartLand Recommendations

HEARTLAND PATIENT: Fred Smith DATE: 3/10/88 INCREASE EXERCISE TO: 45 minutes INCREASE RPE TO: Level 5 see the Village Gym for suggestions and preferences INDICATE TO PHYSICIAN BLOOD PRESSURE IN YELLOW ZONE AT: 146/92	PATIENT NUMBER: 23-642 TOTAL AVERAGE DAILY CALORIES: 3,100 TOTAL DAILY CALORIES FROM FAT: 465 (15%) FREQUENCY AND DURATION OF STRESS REDUCTION EXERCISES: 45 minutes per sessions at least 5x1 week ATTEND GROUP SUPPORT SESSIONS: 4 times/week CASE ADVISORY REVIEW: <input type="checkbox"/> 4x/mo. <input checked="" type="checkbox"/> 2x/mo. <input type="checkbox"/> 1x/mo. NEXT PHYSICIAN VISIT DUE: 5/25/97
--	--

322 {
 CHOOSE REWARD FROM: Village Mall
 For 60 Smoke Free Days
 Good support group attendance
 OTHER:

Diet
 Exercise
 Stress
 Support

330 {
 Accepting

332 {
 Editing

334 {
 Communications

- Remain cigarette free!
 - Remember to use your seatbelt!
 - Remember back and flexibility exercises!

Fig. 46

47/60

347

Administration - HeartLand

File Edit View Insert Format Tools Window Help

HeartLand Case Advisory System

VC PPI Payor/Employer Provider/Case

MAIN MENU BACK

HINT: CLICK ON CATEGORY SEE DETAIL

HeartLand and Communications Center

Heartland Recommendations for: Fred Smith

Send Messages to... 342

☒ Subscriber ☒ Auto File

☐ Responsible Physician

☐ Other

Select Type of Message 344

☒ Audio E-Mail CC: ☒ Resp. Physician

☐ Text E-Mail ☐ Subscriber

☐ FAX ☐ Other

BCC: ☐ Other

Type Text Message here:

Record Message here:

6: OTHER:

Diet

Exercise

Stress

Support

1. INCREASE EXERCISE TO: 45 minutes

2. INCREASE RPE TO: Level 5

3. INDICATE TO PHYSICIAN BLOOD PRESSURE IN YELLOW ZONE AT: 148/92

4. CHOOSE REWARD FROM: Village Mall

For 30 Smoke Free Days

5. Good support group attendance

Best Wishes,
Susan , your case advisor

346

Fig. 47

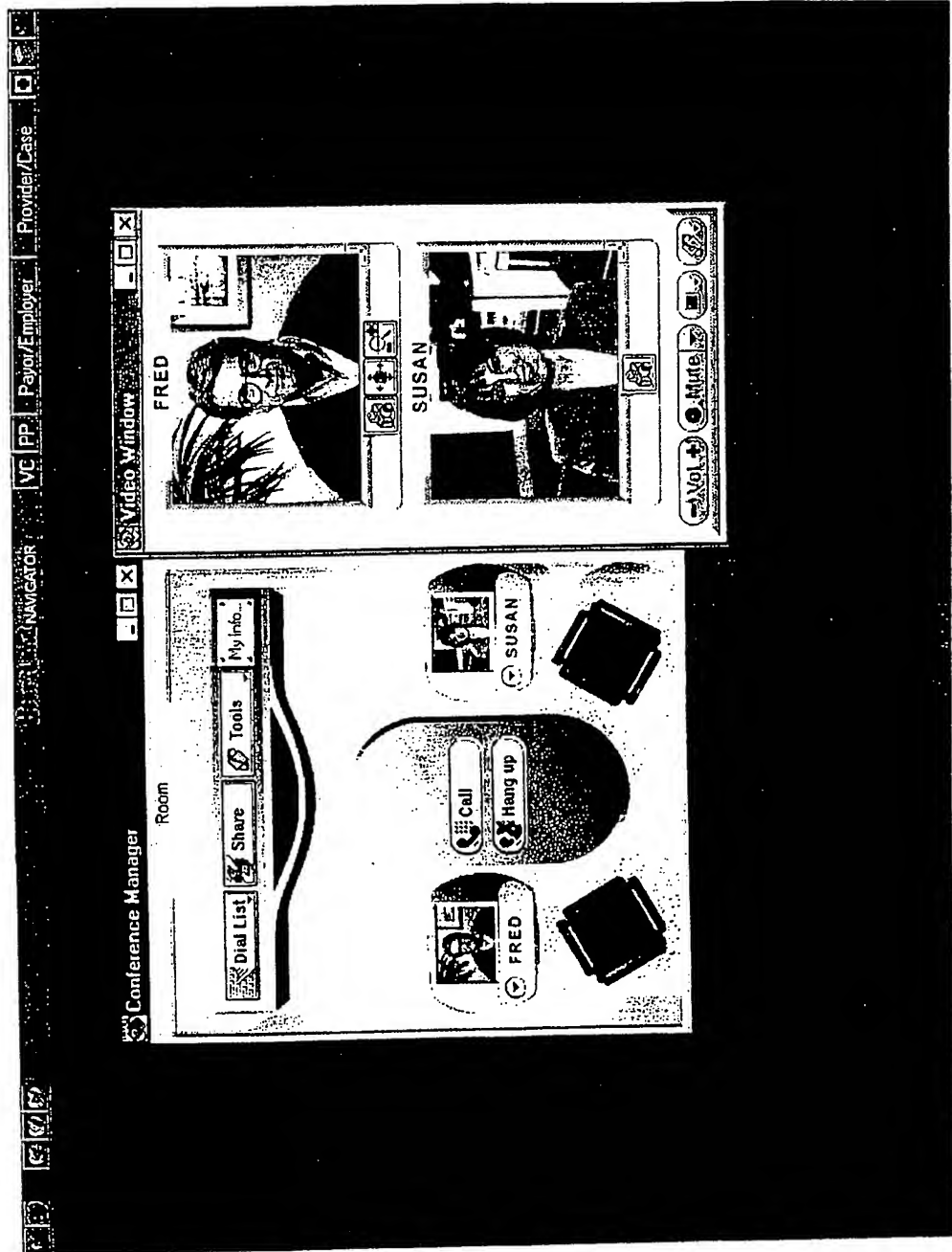


Fig. 48

49/60

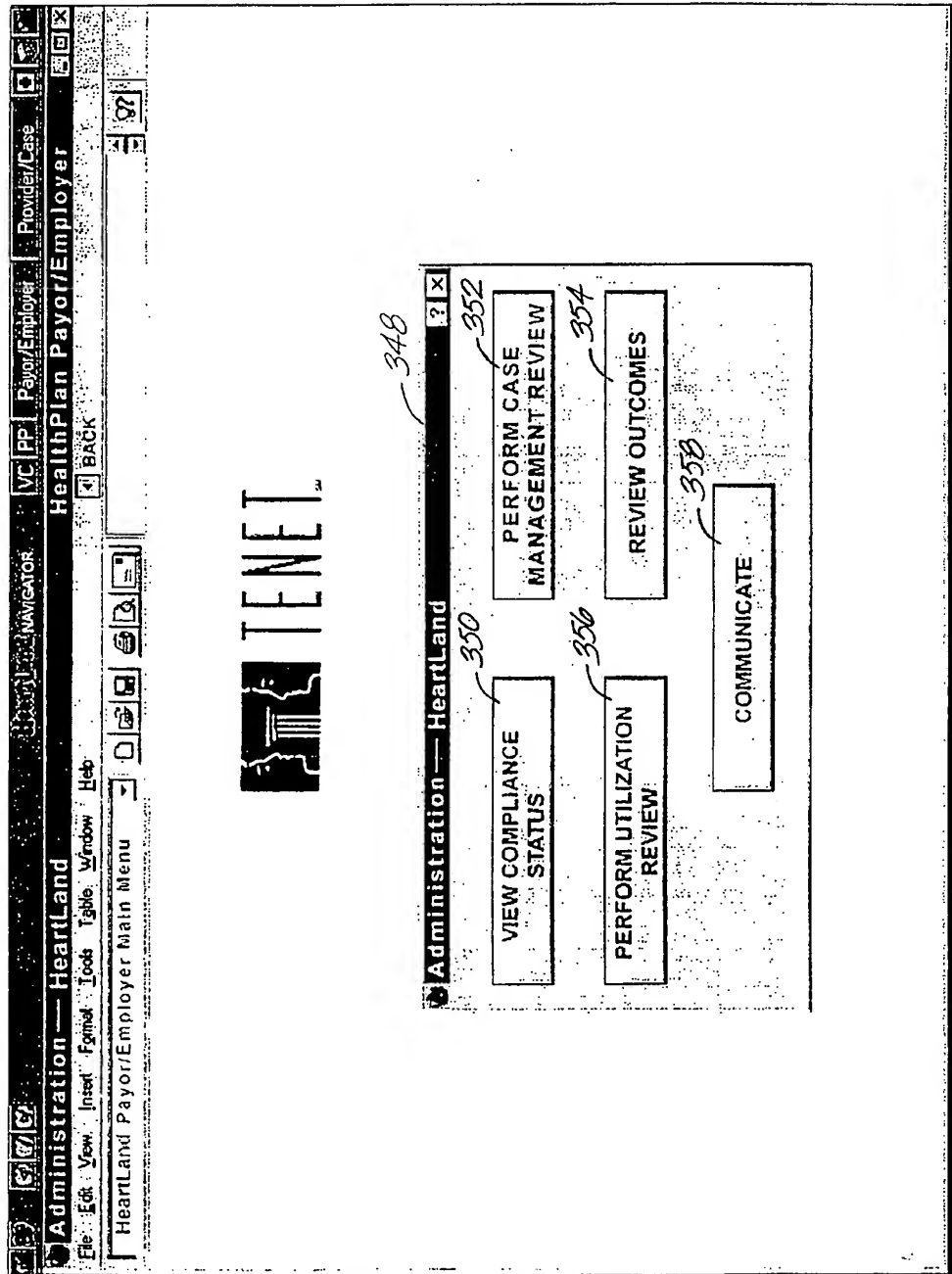


Fig. 49

50/60

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Administration — Heartland HealthPlan Payor/Employer
 File Edit View Insert Format Tools Tables Window Help
 Heartland Comparative Cost Review

NAVIGATOR VC PP Payor/Employer Provider/Case
 MAIN MENU BACK
 HINT: CLICK ON CATEGORY SEE DETAIL

Report Date: July 31, 1998
 Time Period: Last 12 months

Category	Description	Number on Program	Heartland Group Medical Costs	Heartland Program Costs	TOTAL HEARTLAND COSTS	Control Group Medical Costs	Heartland Savings
Category I	Current-Year MI Survivors	105	253,385	181,850	435,015	589,221	154,208
Category II	Current-Year Bypass & Angioplasty	76	140,678	122,360	263,036	327,153	64,117
Category III	Current-Year Diagnosed CAD, Surgery Rec	77	240,702	133,210	373,912	559,772	185,860
Category IV	All Diagnosed Angina	708	1,139,172	1,047,840	2,187,012	2,649,237	462,225
Category V	Prior-Years' MI & Post-Surgical - High Risk	680	1,640,840	1,006,400	2,647,240	3,815,907	1,188,867
Category VI	Prior-Years' MI & Post-Surgical - Low Risk	227	420,177	197,490	617,667	977,158	359,489
Category VII	(2 or more factors)	3,191	2,003,948	717,975	2,721,923	4,680,344	1,938,421
Category VIII	Wellness Program	7,920	2,304,720	-	2,304,720	5,359,814	3,055,094
TOTALS		12,984	8,143,600	3,406,925	11,550,525	18,918,605	7,388,080

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Fig. 51

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Administration — HeartLand

VC | PP | Payor/Employer | Provider/Case

HealthPlan Payor/Employer

NAVIGATOR | MAIN MENU | BACK

File Edit View Insert Format Tools Window Help

HeartLand Case Review

HINT: CLICK ON CATEGORY SEE DETAIL

The patient you have chosen for review

☒ HAS ☐ HAS NOT

signed a limited waiver of confidentiality.
The following information reflects this choice.

CONTINUE

392

Fig. 52

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Administration - Heartland

File Edit View Insert Format Tools Help

Heartland Case Management Review

Navigator

VC PP Payor/Employer Provider/Case

HealthPlan Payor/Employer

BACK REVIEW COSTS REVIEW MEDICAL ACTIVITY

HINT: CLICK ON CATEGORY SEE DETAIL

Chosen case for review: Fred Smith

Heartland I.D. #: 23-642

Subscriber since: 1/20/98

Date: 3/10/98

Social Security #: 213-48-3947

Total weeks on Heartland program: 4

Fred Smith: 48 years, anterior M.I. 1/6/98 Risk Factors: Hypertension, smoker, lack of exercise, elevated LDL cholesterol

BASELINE (1/20/98)	2/10/98	2/17/98	2/24/98	3/2/98	3/9/98	GOALS
HBP (160/98 mmHG)	156/96	166/92	148/90	148/90	146/92	B.P. < 140/80 mmHG
Cigarettes/day (20)	15	10	0	0	0	Complete Smoking Cessation
Physical Activity minutes/x-week/RPE	0/0/0	20/3/3	30/4/3	35/4/3.5	35/4/4	45 mins walking 7 days week / 6
Resting H.R. 88	79	68	69	67	67	
Weight baseline (180 lbs.)	179 lbs.	178 lbs.	176 lbs.	175 lbs.	172 lbs.	WEIGHT: 170 BMI: 25.00
Stress level (8)	7.0	7.2	6.9	6.1	6.9	3.5 (10=MAX)
Aspirin 325 mg/day (missed dose/wk)	1	2	1	1	1	Compliant use of Medications
Hydrochlorothiazide 12.5 mg. daily (missed dose/wk)	1	1	0	0	0	
Lovastatin 20 mg/day (missed dose/wk)	1	1	0	0	0	
Calories avg / day	3,600		3,300		3,100	2,800 cal / day
Fat Calories %	45%		45%		20%	15% fat calories
Cholesterol - LDL	142 mg/dl		140 mg/dl		125 mg/dl	100 mg/dl
Cholesterol - HDL	36 mg/dl		37 mg/dl		39 mg/dl	45 mg/dl
Cholesterol	246		225		210	190

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Fig. 53

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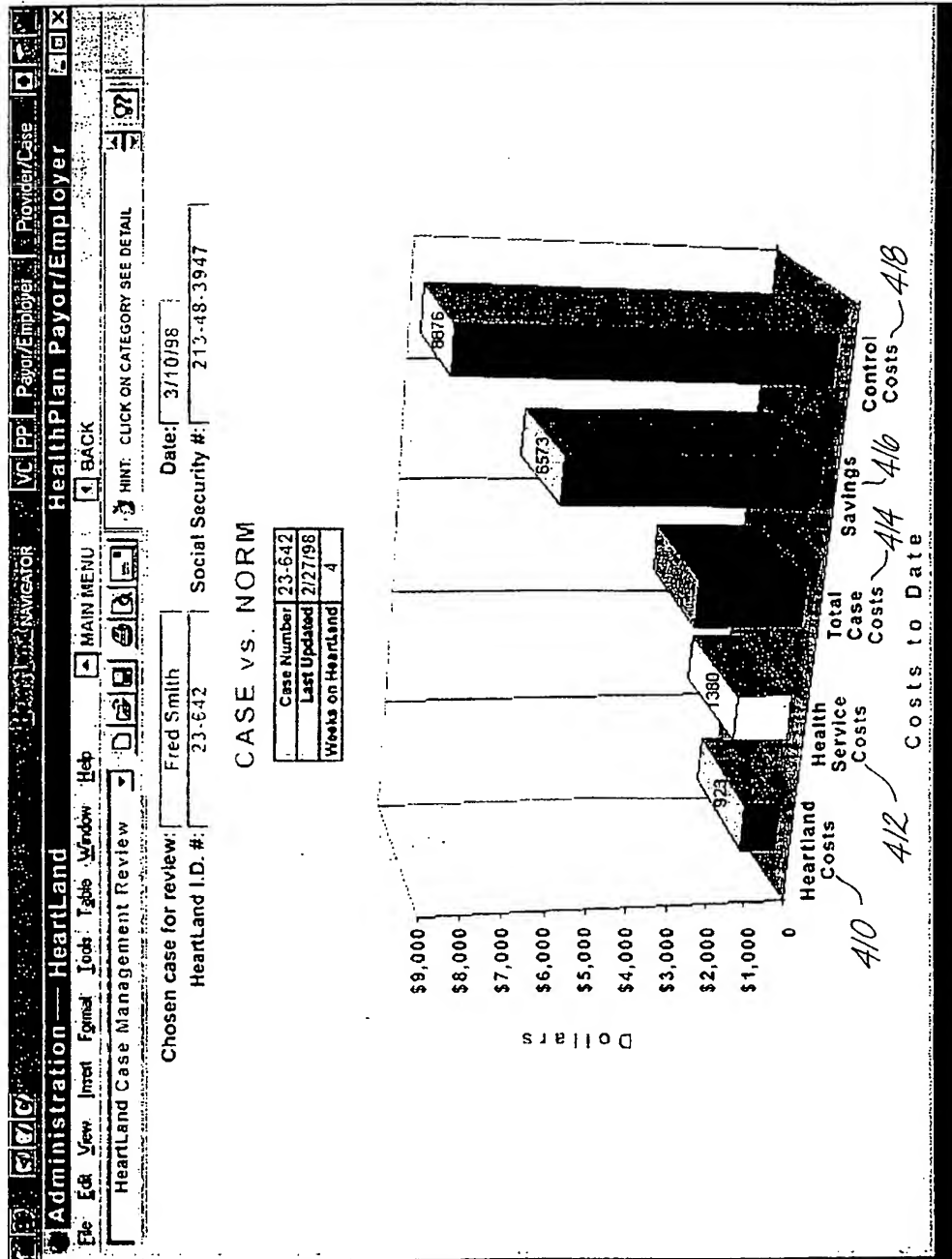


Fig. 55

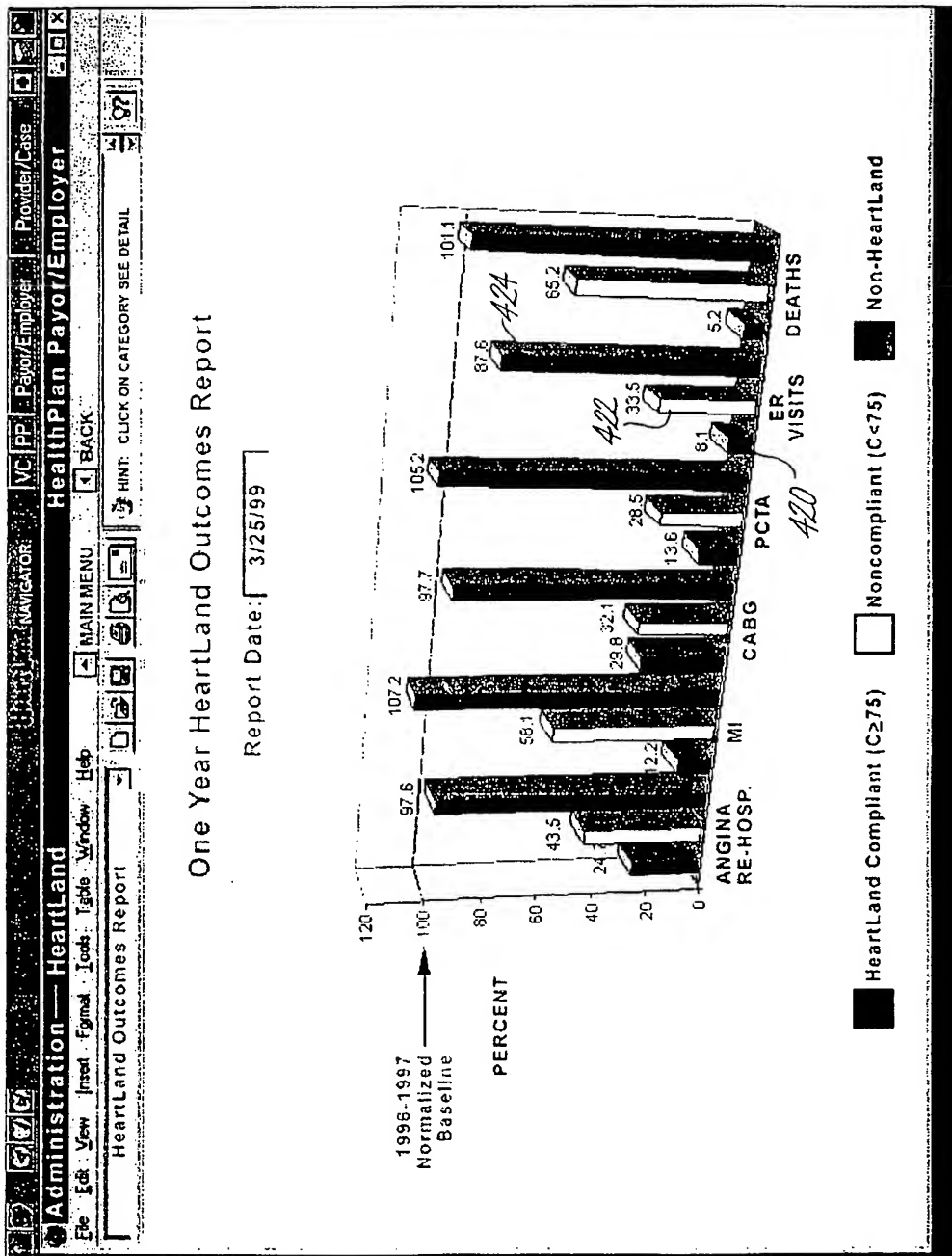


Fig. 5b

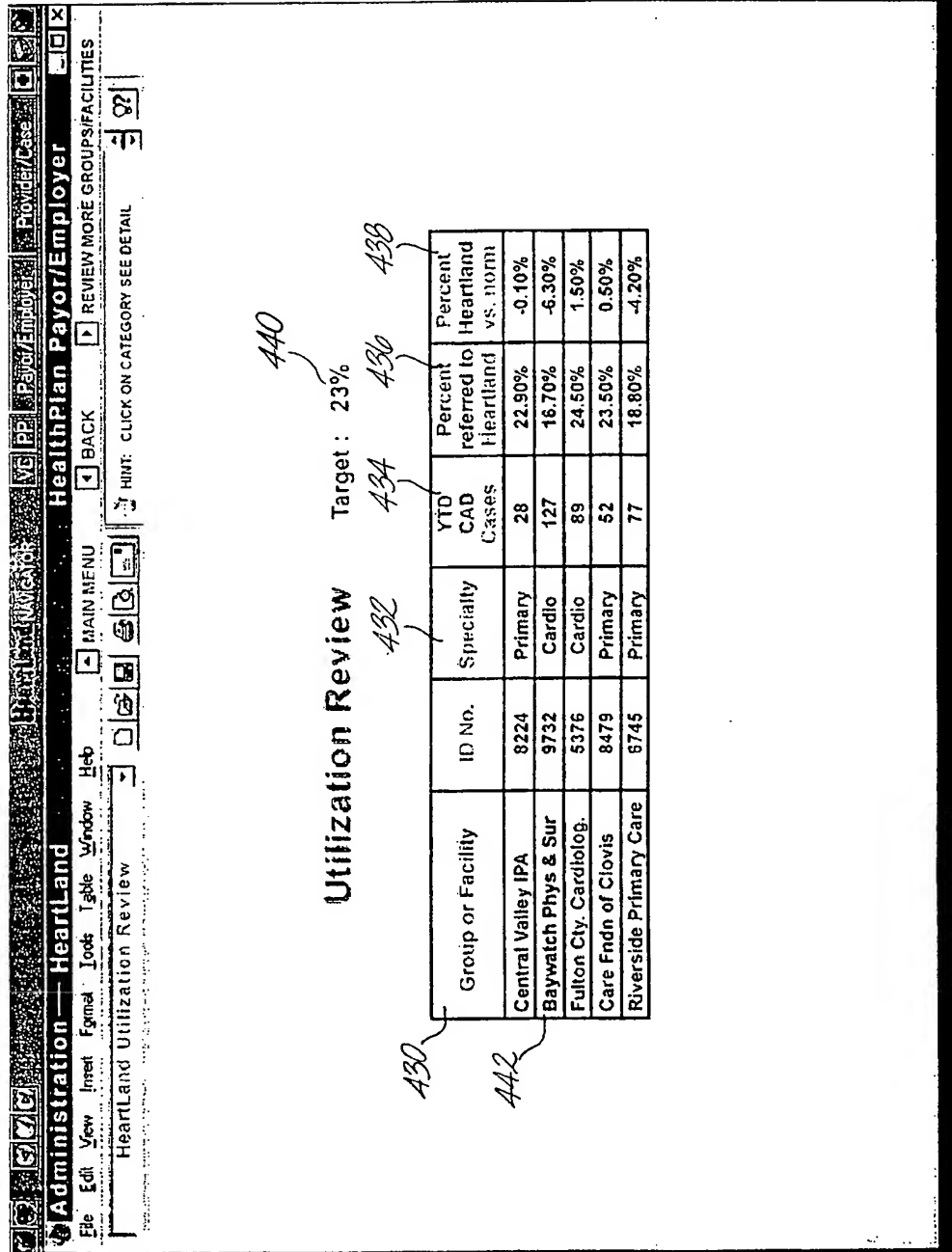


Fig. 57

Administration — HeartLand		VC PP Payor/Employer Provider/Case	
File Edit View Insert Format Table Window Help		HealthPlan Payor/Employer	
HeartLand Utilization Review		REVIEW MORE PHYSICIANS	
MAIN MENU		BACK	
HINT: CLICK ON CATEGORY SEE DETAIL			

Perform Healthplan Utilization Review

Physician	ID No.	Specialty	YTD CAD Cases	YTD norm is 17.3%	Percent Heartland vs. norm
Moeller, J	66537	Cardio	30	15.6%	-2.2%
King, S	29873	Cardio	38	32.6%	+1.4%
Carvell, C	89721	Primary	16	12.0%	-4.3%
Richards, B	52883	Primary	42	18.7%	+1.4%

Heartland Case Advisory System

VC PP Payor/Employer Provider/Case
HealthPlan Payor/Employer

NAVIGATOR MAIN MENU

Heartland Administration — Heartland
File Edit View Insert Format Tools Window Help

HINT: CLICK ON CATEGORY SEE DETAIL

Heartland Communications Center

Send Messages to...

450 ☒ Heartland ☐ Subscriber *451*
☒ Responsible Physician *452*
☐ Other

Select Type of Message

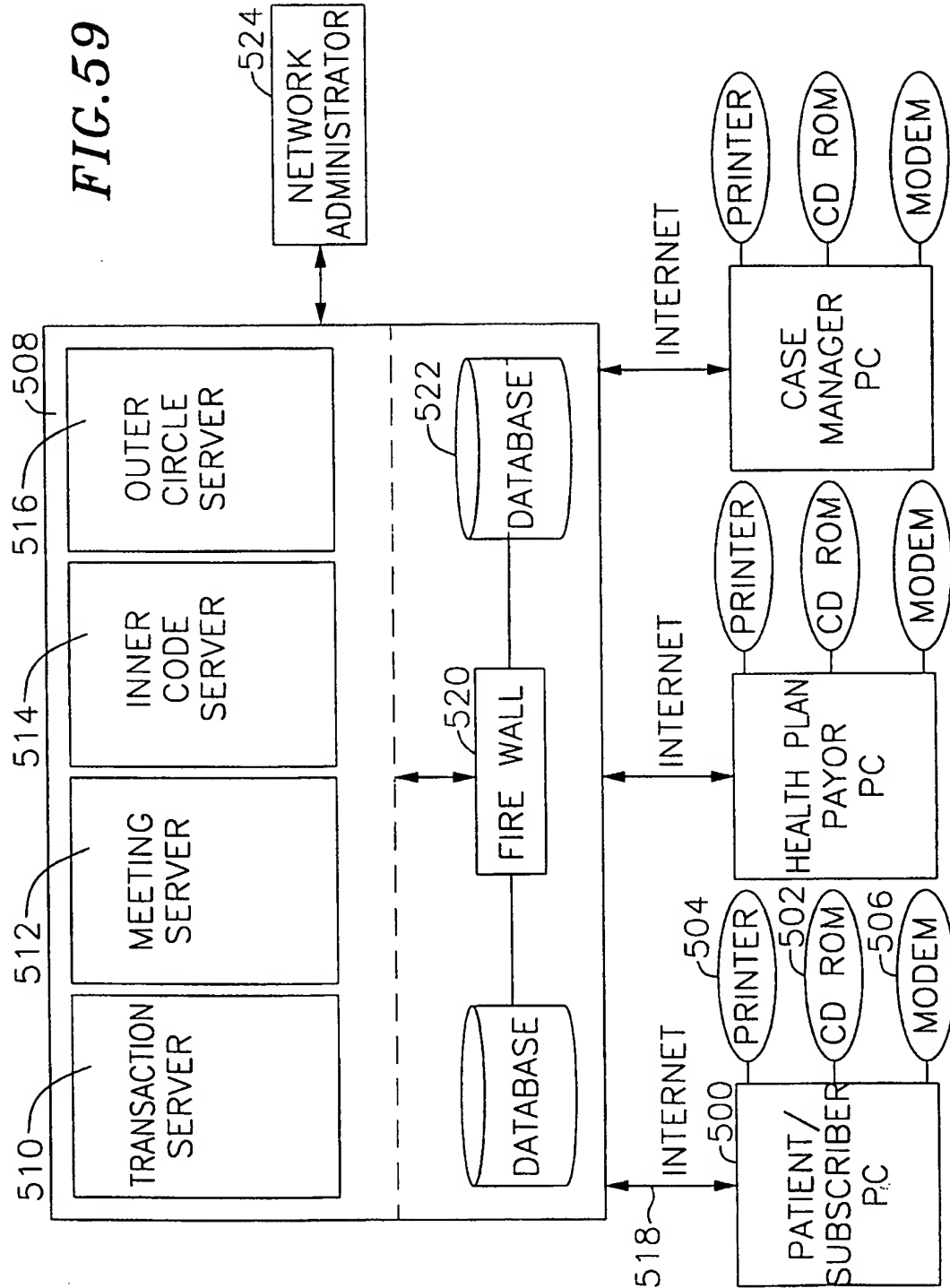
☐ Audio E-Mail *456*
☐ Text E-Mail *458*
☐ FAX *460*

Type Text Message here:

Record Message here.

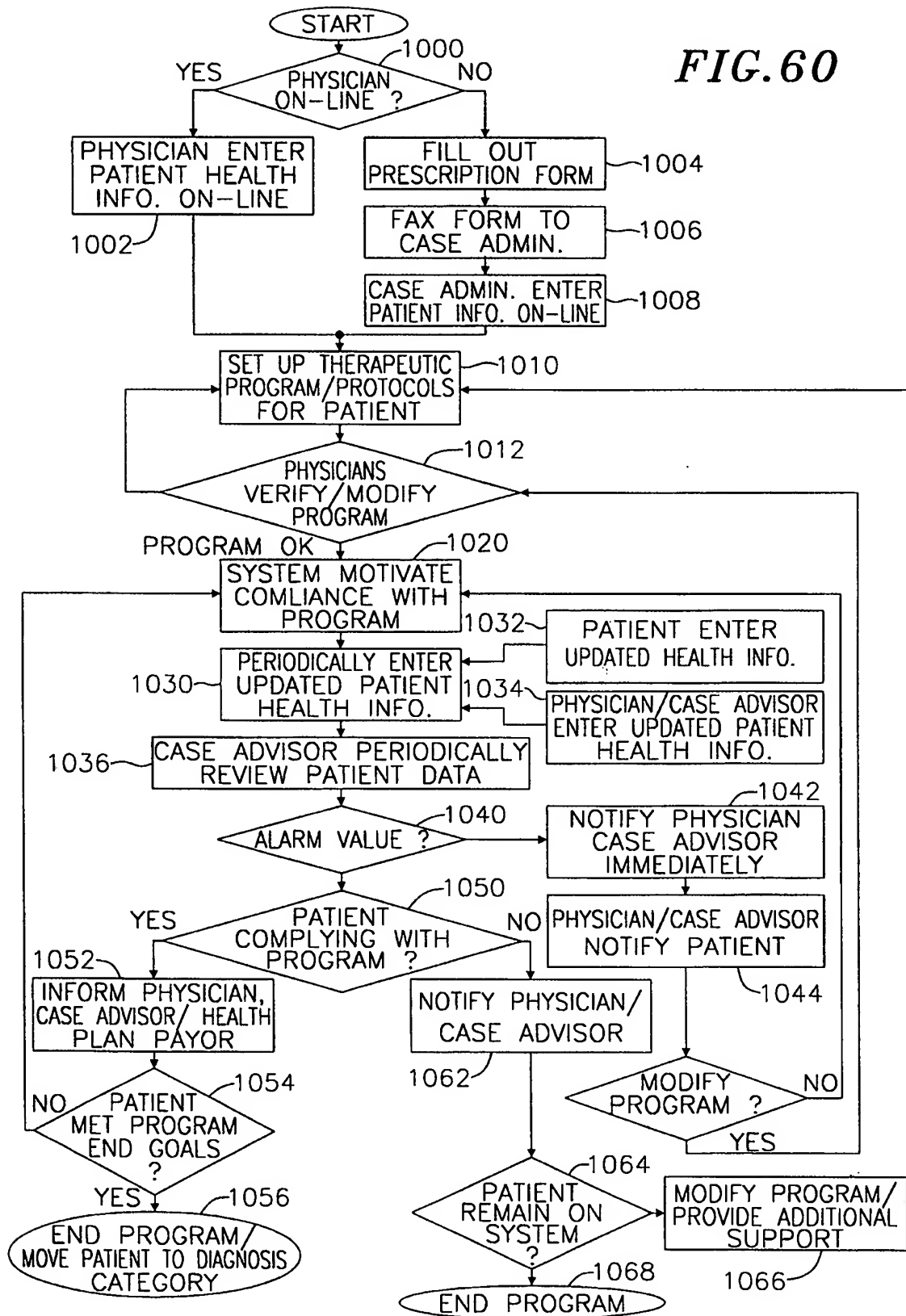
SEND MESSAGE

Fig. 58



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FIG. 60



INTERNATIONAL SEARCH REPORT

International application No.

PCT/US98/14147

A. CLASSIFICATION OF SUBJECT MATTER

IPC(6) : G06F 15/00

US CL : 128/920; 600/300

According to International Patent Classification (IPC) or to both national classification and IPC

B. FIELDS SEARCHED

Minimum documentation searched (classification system followed by classification symbols)

U.S. : 128/897, 898, 920, 921, 923; 600/300, 301; 704/251, 501, 504; 705/2-4

Documentation searched other than minimum documentation to the extent that such documents are included in the fields searched

Electronic data base consulted during the international search (name of data base and, where practicable, search terms used)

C. DOCUMENTS CONSIDERED TO BE RELEVANT

Category*	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
X,P	US 5,673,691 A (ABRAMS et al) 07 October 1997, col. 3 line 34 to col. 6 line 56.	1, 3
A	US 5,612,869 A (LETZT et al) 18 March 1997, entire document.	1-35
A	US 5,301,105 A (CUMMINGS, JR.) 05 April 1994, entire document.	1-35
A	US 5,377,258 A (BRO) 27 December 1994, entire document.	1-35



Further documents are listed in the continuation of Box C.



See patent family annex.

* Special categories of cited documents:	*T* later document published after the international filing date or priority date and not in conflict with the application but cited to understand the principle or theory underlying the invention
A document defining the general state of the art which is not considered to be of particular relevance	*X* document of particular relevance; the claimed invention cannot be considered novel or cannot be considered to involve an inventive step when the document is taken alone
E earlier document published on or after the international filing date	*Y* document of particular relevance; the claimed invention cannot be considered to involve an inventive step when the document is combined with one or more other such documents, such combination being obvious to a person skilled in the art
L document which may throw doubts on priority claim(s) or which is cited to establish the publication date of another citation or other special reason (as specified)	*A* document member of the same patent family
O document referring to an oral disclosure, use, exhibition or other means	
P document published prior to the international filing date but later than the priority date claimed	

Date of the actual completion of the international search

11 SEPTEMBER 1998

Date of mailing of the international search report

15 OCT 1998

Name and mailing address of the ISA/US
Commissioner of Patents and Trademarks
Box PCT
Washington, D.C. 20231

Facsimile No. (703) 305-3230

Authorized officer

ERIC F. WINAKUR

Telephone No. (703) 308-3940